

Unified Mobile Agent Failure Recovery Tips

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| Problem Summary | The Unified Mobile Agent application failed. | |
| Error Message | None. | |
| Possible Cause | See below. | |
| Recommended Action | Recovery Issue/Symptom | Resolution/Action |
| | Power failure | Once the power is back up, verify that the Agent Desktop reboots properly and that the network is available. You can then login. Note: UPS can mitigate the risk of a power failure at home by keeping the cable modem and agent's PC powered up for a certain duration. |
| | Internet failure | When the broadband connection is lost, the agent goes offline. Once the connection is reestablished, login again. |
| | Agent Desktop reboot | See <i>Power failure</i> , above. |
| | Agent Desktop application restart | Restart the application and log back into the server. If a call is still in progress, do not change the state to Ready. |
| | VPN tunnel failure | If broadband access is available, but the connection to the corporate site is not, verify that the VPN tunnel is not misconfigured / broken. If it is broken, it will have to be reconfigured by the System Administrator. |
| | Release | Release 7.5(1) and 8.0 |
| Associated CDETS # | None. | |