

Unified Mobile Agent Failure Recovery Tips

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.	