

Unified Mobile Agent Option is Unavailable in Agent Desktop Login Dialog

Problem Summary	The Agent Desktop softphone application does not display the Unified Mobile Agent Modeoption to allow an agent to log in as a mobile agent.
Error Message	None.
Possible Cause	Unified MA settings were not specified during CTI OS Server setup.
Recommended Action	<p>Follow these steps:</p> <ul style="list-style-type: none"> • Rerun the CTI OS Server setup program and specify the following on the PeripheralIdentifier screen. • Select the Enable Mobile Agent checkbox. • From the Mobile Agent Mode drop-down list, select Agent chooses. • When the CTI OS Server setup program is run, the registry is automatically updated withthe appropriate values.
Release	Release 7.5(1) and 8.0
Associated CDETS #	None.