

CFG0037 - Unable to start agent endpoint

DESCRIPTION

When attempting to start an agent's endpoint, the router finds that the endpoint does not exist. This is because the agent's SIP Address in YourSite Explorer (YSE) does not match the agent's SIP Address in the Lync environment.

SEVERITY

Error

IMPACT

The agent will not be offered ACD calls.

TROUBLESHOOTING STEPS

1. Go to **YourSite Explorer**.
2. Click **Devices => Employees**.
3. Click the **User account** tab.
4. Under **Communication Properties**, make sure the **SIP Address** matches the SIP Address in the Lync environment. If it does not match, you can either edit the SIP Address in Lync Server Control Panel, or delete this employee from YSE and re-add them.

APPLIES TO

5.10.1.0

Keywords: CFG0037 Unable to start agent endpoint

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