

## KB263: ACD state shown in softphone shows Logged off when ACD agent is still logged in

### Symptoms

When logged in as an ACD agent and using the CCC softphone, the icon on left most button on the toolbar reflects what ACD state you are in currently. After receiving the first ACD call, that icon displays the logged out icon, even though you are still logged in as an ACD agent.

### Problem

This situation can occur if the ACD agent is part of a remote agent group in a network ACD environment. An ACD feature event is being reported which is incorrectly being processed by the softphone as a logout event.

### Steps to reproduce

In order to reproduce this problem, you must make sure that your environment is setup as a network ACD environment, but NOT be resilient. When this is set up, perform the following

- 1) Start the CCC
- 2) Start a new softphone session and login as an ACD agent that is part of a remote agent group
- 3) From another extension, place a call to the queue, for which the agent you logged in as, is part of.
- 4) From the agent softphone, answer the call
- 5) Hang up the call

At this point, notice that the icon in the left most button of the softphone toolbar displays a logged off icon even though the agent is still logged in and ready to receive calls

### Workarounds

none

### Applies to

All versions of CCC up to, and including, version 5.2 SP1

### Where to find the fix

This fix has been included in all subsequent software versions. For our latest software and updates, please go to [www.mitel.com](http://www.mitel.com)

If you have a business need for this fix and are unable to update to a supported software version, please contact Customer Support for assistance.

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