

ALM0099 - Work timer mismatch between this COS and its associated Queues and Agents

DESCRIPTION

This alarm is triggered when the COS's work timer associated with a given Agent is less than a Queue's work timer associated with that same agent.

The maximum work timer value is:

- MCD 4.x – 10 minutes
- MCD 5.0 – 4 hours

SEVERITY

Minor

IMPACT

The work timer for an agent will only last as long as the work timer on the COS associated with the Agent, not the lesser of the two values.

TROUBLESHOOTING STEPS

To clear this alarm, you must either raise the work timer associated with the COS in question to equal to or greater than that of the longest Queue worktimer that shared a connection or lower the work timers of all Queues to less than or equal to that of the Queue that shares a connection.

NOTE: You must open YourSite Explorer, perform a telephone system settings synchronization, and click Tools => Validate to clear the alarm or wait for nightly maintenance to clear the alarm.

APPLIES TO

CCM 6.0 SP1

Keywords: ALM0099 work timer mismatch queue agent

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