

IC - CTI Grayed out

CTI grayed out after logging in.

restart ADU services on IC

Issue: After logging into the IC Agent, Siebel Thin client is launched and after that agent clicks on the Login button and tool bar gets disabled.

Cause: The ADU server and Siebel are out of sync.

Solution: From IC Manager, please bounce the ADU servers by stopping/starting in the following order:

- Stop Secondary ADU servers
- Stop Primary ADU servers
- Start Primary ADU servers
- Start Secondary ADU servers

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