

Deleted Agent Does not Appear in List of Inactive Agents from AppAdmin Page

Document ID: 108557

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Introduction

This document explains how to troubleshoot when a deleted agent does not appear in the AppAdmin Inactive Agents List.

Before You Begin

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center Express
- Microsoft Active Directory Administration

Components Used

The information in this document is based on these hardware and software versions.

- Cisco Unified Contact Center Express 4.0(x) with Active Directory (AD) integration
- Microsoft Windows Server
- Microsoft Active Directory Administration (ADSI edit)

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

The deleted agent resources must appear in the **List of Inactive Agents** on the CRS AppAdmin page before they are deleted. In the CRS AppAdmin Page, choose **Subsystems > RmCm** and click **Resources**.

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IPCC Express Configuration

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[Open Resources Summary Report](#)

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Resource Name	Resource Group	IPCC Express Extension	Team
12345 12345	dstest2	4545	Default
David Ortiz		3006	Default
Brendan Shank		4545	Default
Dice K	dstest1	3007	Default
John Doe	dstest1	3001	Default
George Lucas		5005	Default

You can see a link to the **Inactive Agents** on this page. Click the link to view the **List of Inactive Agents**, as shown.

CRS Administration - Microsoft Internet Explorer

File Edit View Favorites Tools Help

List of Inactive Agents

Delete Cancel Check All UnCheck All

	Resource Name	Resource ID	Extension
<input type="checkbox"/>	George Lucas	Lucas	5005
<input type="checkbox"/>	Michael Burt	miburt	5001
<input type="checkbox"/>	crs user	rmjtapi	7700

In some cases, when an agent is removed from your IPCC Express server, an agent resources does not go to the inactive state. You are not able to fully delete an agent in this situation. The next section describes how to troubleshoot this issue.

Solution

Manual Steps to Bring the Agent to the List of Inactive Agents

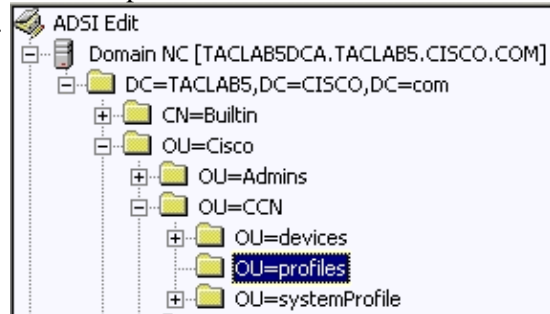
Complete these steps:

1. Choose **CRS AppAdmin > System > LDAP Information**, and make a note of these specified values:

◆ **LDAP Administrator Username**

◆ **Apps Base location**

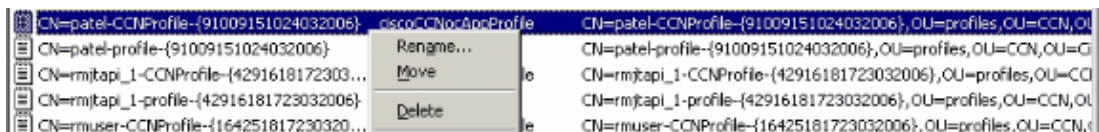
2. You need to use the **Active Directory Services Interface (ADSI) edit** utility in order to manually delete the agent. On the AD Server, launch the ADSI edit utility and enter the Microsoft Management Console (MMC) with the username credentials from step 1.
3. In ADSI, navigate to the **Apps Base location** from step 1.
4. Drill down to OU=profiles and select it.



In the

right pane of the window, locate the **ciscoCCNocAppProfile** for the IPCC express user agent to be removed.

5. Right click the **ciscoCCNocAppProfile** for the IPCC express user agent and choose delete.



6. If the delete fails, you need to apply the correct permissions for the **LDAP administrator username** within active directory and try again.
7. If the delete is successful, choose **AppAdmin > Subsystems > RmCm > Resources > Inactive Agents** and the IPCC express user agent appears in the list.

Related Information

- **IPCC: Lightweight Directory Access Protocol (LDAP) Troubleshooting Guide**
- **Voice and Unified Communications Support**
- **Technical Support & Documentation – Cisco Systems**

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