

Why Do Agents Not Appear in WebView Agent Reports after Agent Auto-Configuration is Turned Off?

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Introduction

This document provides the reason agents do not appear in WebView agent reports after agent auto-configuration is turned off in the process of configuring a Peripheral Gateway (PG) in a Cisco Intelligent Contact Management (ICM) environment. The document also provides a procedure for resolving the problem.

Before You Begin

Conventions

For more information on document conventions, see the Cisco Technical Tips Conventions.

Prerequisites

Readers of this document should be knowledgeable of the following:

- Cisco ICM PG Configuration

Components Used

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

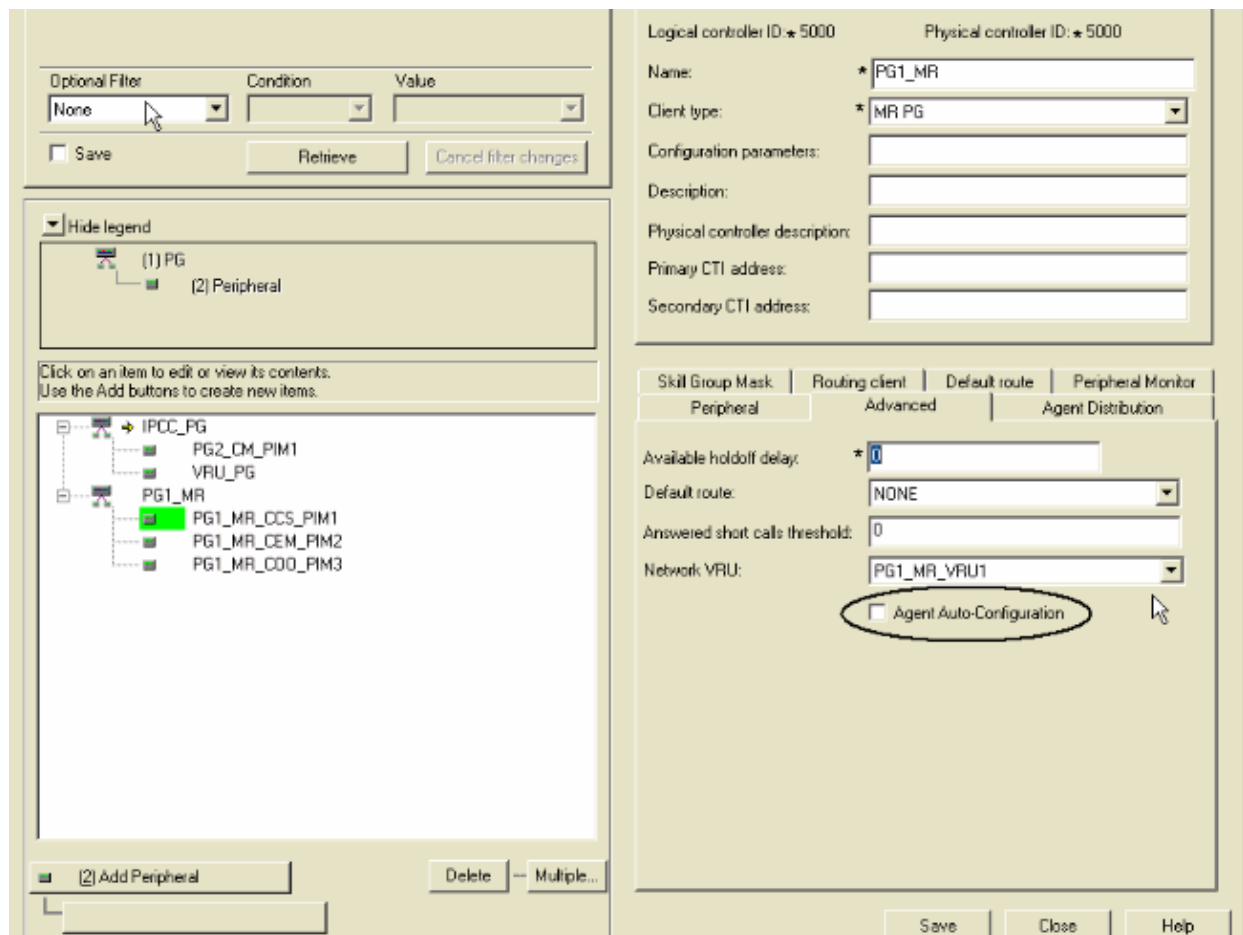
- Cisco ICM 5.0

The information presented in this document was created from devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If you are working in a live network, ensure that you understand the potential impact of any command before using it.

Problem

In PG Explorer, agent auto-configuration is turned off by clicking on the **Advanced** tab, as shown in Figure 1, but agents do not appear in the WebView agent reports, as expected. The problem is not resolved when agent auto-configuration is turned back on.

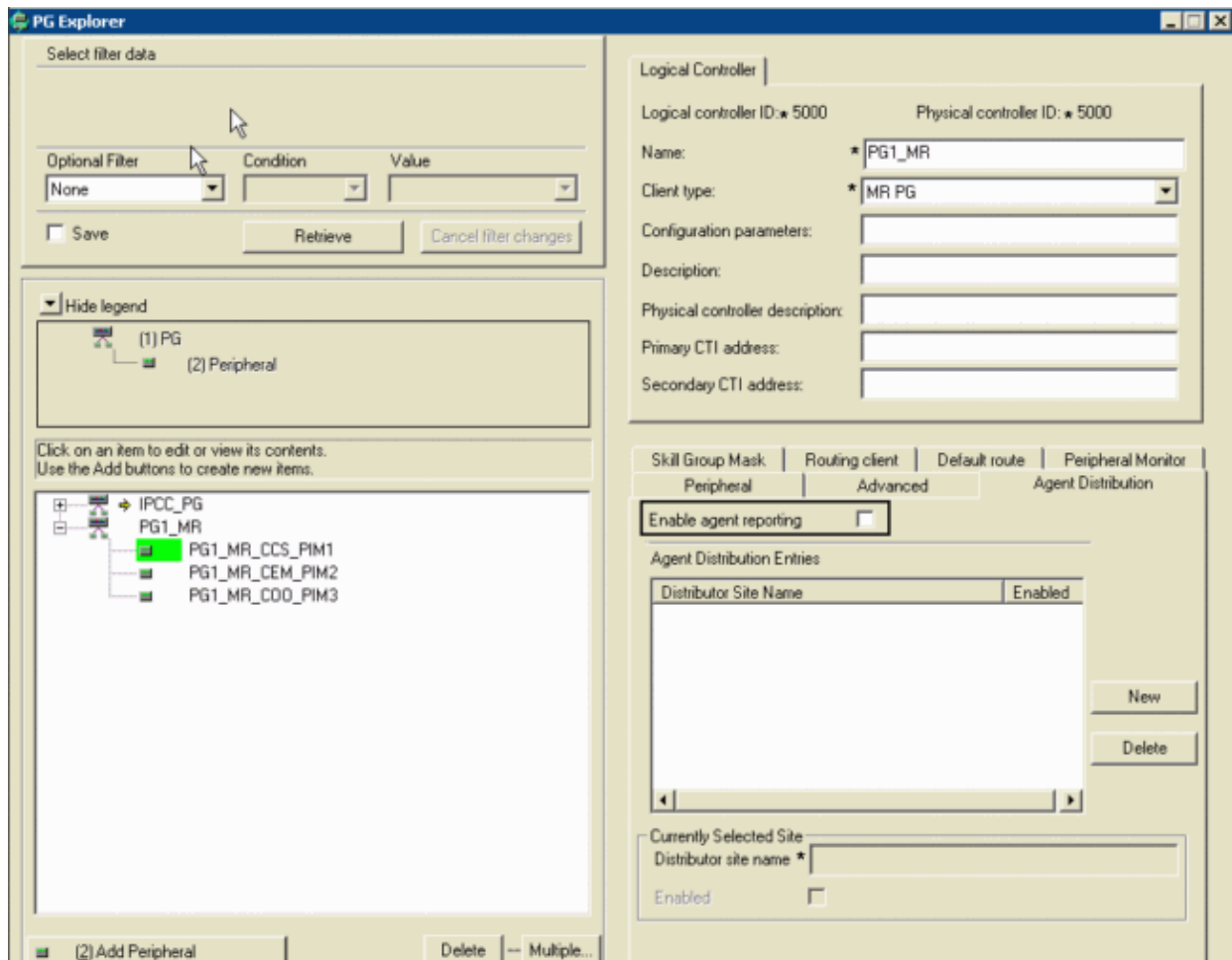
Figure 1: Agent Auto-Configuration



Resolution

When agent auto-configuration is disabled, agent reporting is not supported. If you click the **Agent Distribution** tab in PG Explorer, notice **Enable Agent Reporting** is disabled for the specific site, as shown in Figure 2.

Figure 2: Enable Agent Reporting



If you perform the following procedure, you can resolve the problem so agents appear in WebView agent reports:

1. To Enable Agent Auto-configuration, click the **Agent Auto-Configuration** box, Figure 1.
2. To **Enable Agent Reporting**, click the **Enable agent reporting** box, Figure 2.

Related Information

- [ICM Software Configuration Guide](#)
- [Technical Support – Cisco Systems](#)

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