

Cisco Agent Desktop ID Appears in Cisco Desktop Administrator But Does Not Exist in the Resource Manager Subsystem

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Introduction

This document describes one reason why the Cisco Agent Desktop ID appears in the Cisco Desktop Administrator, but does not exist in the Resource Manager subsystem on the Cisco Customer Response Solutions (CRS) server, and provides a workaround in a Cisco IP Contact Center (IPCC) Express Edition environment.

Prerequisites

Requirements

Readers of this document should be knowledgeable of the following:

- Cisco CallManager
- Cisco IPCC Express Edition

Components Used

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

- Cisco CallManager 3.x and later
- Cisco CRS version 3.x and later

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

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

Background Information

The Integrated Call Distribution (ICD) agent database is the master database. The Directory Services database should mirror the ICD agent database. Use the Synchronize Directory Services command through the Cisco Desktop Administrator to synchronize the agent database between the ICD server and the Directory Services server.

It is possible to program the synchronization function to perform automatically (for instance, once every ten minutes) when you change a setting in the **DirAccessSynSvr.cfg** file, located in the C:\Program Files\Cisco\Desktop\Directory Services\config\ directory, shown below. In some situations, you may be required to synchronize the databases manually.

```
[[Program Log]
Size=300000
Path=C:\Program Files\Cisco\Desktop\Directory
Services\log\DirAccessSynSvr.log
[Debug Log]
Size=300000
Path=C:\Program Files\Cisco\Desktop\Directory
Services\log\DirAccessSynSvr.dbg
Range=4001

[Synchronization]
Period=10

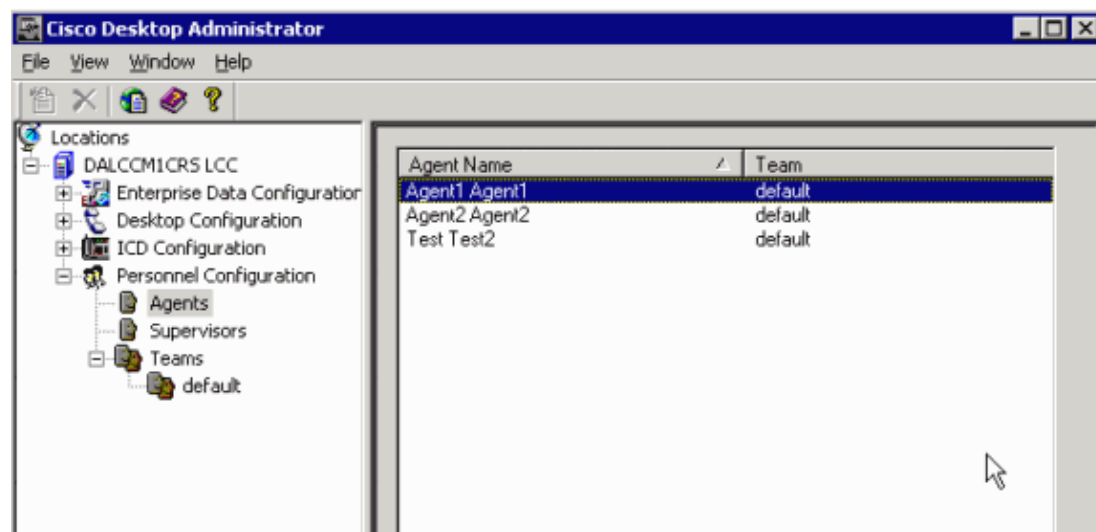
[ICM Database]
UserID=
Password=

[Database]
UserID=sa
Password=cm9aZXM=
```

← **Default Synchronization
Period = 10 Minutes**

Problem

When you access the Cisco Desktop Administrator, a Cisco Desktop Agent ID – **agent1** appears, as shown here.



Check the ICD configuration on the CRS server, **agent1** is not listed as one of the current resources, shown here.

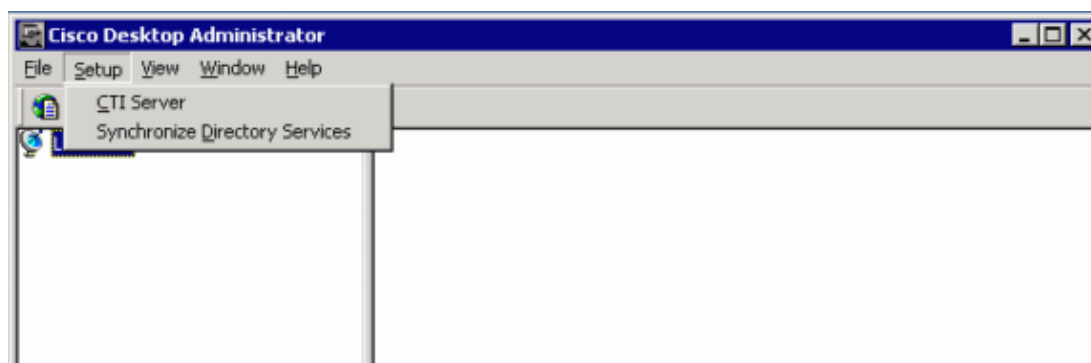


Solution

Since Cisco Desktop Agent ID – **Agent1** does not appear as one of the current resources, it represents that the Agent ID association with the Resource Manager subsystem has been removed from the related Cisco CallManager server.

The database is out of synchronization between the ICD server and the Directory Services server. The procedure to synchronize the databases is as follows:

1. Select **Locations**, in the left pane.
2. Select the **Setup** menu, click the **Synchronize Directory Services** from the drop-down menu. (See image below.)



After you run the Synchronizing Directory Services manually, agent1 is removed from the Cisco Desktop Administrator.

Note: There is an additional scenario where agent1 is defined in CallManager but does not appear as a resource within CRS server. The agent may have a device associated with it, but the ICD extension button is not selected therefore the ICD resource is not available.

Related Information

- [Technical Support – Cisco Systems](#)
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