

Desktop Administrator Error: Could Not Get Devices from Sync Service

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Introduction

In Cisco Desktop Administrator, when VoIP Monitor is clicked under Enterprise Data Configuration, the Could not get devices from Sync Service error message appears.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Desktop Administrator
- Cisco Agent Desktop
- Cisco Customer Response Solutions (CRS)

Components Used

The information in this document is based on Cisco Customer Response Solutions 4.0(x).

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

In Cisco Desktop Administrator, when VoIP Monitor is clicked under Enterprise Data Configuration, the Could not get devices from Sync Service error message appears. The VoIP Monitor features are grayed out, and the monitoring and recording functions do not work.

This issue can occur if the CCMService password phrase does not match between the Cisco CallManager

server and the Cisco Unified Contact Center Express server.

When you install or upgrade Customer Response Solutions, you are prompted to enter an account password phrase. Customer Response Solutions uses the string that you enter to create a unique, encrypted password for the Customer Response Solutions Administrator account and for the services that run under this account (CCMService). This password phrase must be the same on all Customer Response Solutions servers in the cluster. In order to change this password phrase after installation, use the Customer Response Solutions AdminUtility.

Solution

In order to resolve this issue, you need to resynchronize the CCMService password phrase on the CRS server. In order to synchronize the CCMService password phrase on both the servers, you need to use the **AdminUtility** on the Cisco CallManager server and the **Customer Response Solutions AdminUtility** on the Cisco Unified Contact Center Express server.

Complete these steps in order to run the **CRS AdminUtility** on the CRS server:

1. Open a command prompt window in the CRS server.
2. Change directory to `c:\program files\cisco\bin`.
3. Run **CRSAdminUtil** tool to change the CCMService account password. In order to do this, complete these steps:
 - a. Run the `CRSAdminUtil -u CCMService` command.
 - b. You are prompted for an Administrator login password. Enter the password of the Administrator.
 - c. You are prompted for the `<password phrase>`. Enter the `<password phrase>`. The `<password phrase>` must be the same as the one entered for the CCMService account on Cisco CallManager.

Note: If the problem is still not resolved, restart the **Cisco Desktop Sync Server** service.

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Related Information

- [Desktop Monitoring Checklist and Troubleshooting Guide](#)
- [Voice and Unified Communications Support Resources](#)
- [Technical Support & Documentation – Cisco Systems](#)

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