

# UCCX 7.x: Unable to See the New Agent

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## Introduction

With Unified Contact Center Express (UCCX) 7.x, a new agent is not showing up in the Supervisor Desktop although the agent can log in and receive calls properly. This document provides information on how to troubleshoot this issue.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on the UCCX 7.0(1).

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

After UCCX 7.0(1) is upgraded to SR 4, one or more of these issues occurs:

- A new agent is not showing up in the Supervisor Desktop although the agent can log in and receive calls properly. If you go to the Cisco Desktop Administrator, the agent is under the default TEAM. After re-synchronizing the Directory, this error message is received in the Event Viewer:

```
SYNC2033 Agent not found in ldap map
```

- When the Supervisor changes the agent's user ID to a new user ID, some agents still show the old user ID in the Desktop Administrator Workflow web-based application, even though, the web appadmin page shows the agent's new user ID.

- One agent cannot see the other agents from the Chat window.

## Solution

This issue is documented in Cisco bug ID CSCtd46752 (registered customers only) .

As a workaround, synchronizing the Directory service from Cisco Desktop Administrator should correct the issue. Go to **Start > Programs > Cisco > Desktop > Admin**. Under the Cisco Desktop Administrator, select **call center 1 > setup > Synchronize Directory Services**.

If you are receiving the error as mentioned in the previous section when trying to perform the synchronization, perform these steps:

1. Delete (or rename) the **teamadmin** folder under these two locations:
  - a. **C:\Program Files\wfavvid\tomcat\_appadmin\webapps**
  - b. **C:\Program Files\wfavvid\tomcat\_appadmin\work\Catalina\localhost folders**
2. Restart the **Cisco Unified CCX Node Manager** service from the Windows Service tool.
3. Wait for about two minutes.
4. Check the **tomcat\_appadmin\webapps** folder again, and see whether the **teamadmin** folder and **teamadmin\main.jsp** are re-created.
5. Perform the Cisco Desktop Administrator directory services synchronization again.

## Related Information

- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Technical Support & Documentation – Cisco Systems](#)

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