

**Agent or CSQ does not appear in CDA**

<b>Problem Summary</b>	After adding an agent or a contact service queue (CSQ) in Cisco Unified CCX Administration, the agent or the CSQ does not appear in the CDA.
<b>Error Message</b>	None.
<b>Possible Cause</b>	The RmCm subsystem has not synchronized the agents.
<b>Recommended Action</b>	Go to the Resources link under Subsystems > RmCm. This will force the RmCm subsystem to synchronize the agents.
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.