

Agent or CSQ does not appear in CDA

Problem Summary	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.
Error Message	None.
Possible Cause	The RmCm subsystem has not synchronized the agents.
Recommended Action	Go to the Resources link under Subsystems > RmCm. This will force the RmCm subsystem to synchronize the agents.
Release	Release 7.0(1)
Associated CDETS #	None.