

## Agents, Supervisors, or Teams are out of synch

<b>Problem Summary</b>	Agents, Supervisors, or Teams are out of synch between Cisco Unified CCX and the Cisco Desktop Administrator (CDA).
<b>Error Message</b>	None.
<b>Possible Cause</b>	The automatic synchronization between Cisco Unified CCX and the CDA failed.
<b>Recommended Action</b>	Launch a manual synch from the CDA by selecting the Logical Call Center (usually the Cisco Unified CCX profile name) and clicking Setup > Synchronize Directory Services.
<b>Release</b>	Release 7.0(1)
<b>Associated CDETS #</b>	None.