

Agents logged in/available in Unified Expert Advisor, don't show up in Unified ICM (2)

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| Problem Summary | On the Unified Expert Advisor PG system, in the PG directory, a file calledAutoConfigError.txt contains errors. |
| Error Message | 2008/06/17 16:41:39: Config update error on ADD of AGENT PID=5001 PerNum='MMCA_1' Ent Name='MMCA_1. Boston.ExpertAdvisor'PerName='MMCA_1' The enterprise name that was entered is already in use |
| Possible Cause | The enterprise name that was entered is already in use. |
| Recommended Action | <ul style="list-style-type: none"> ◇ Duplicate agent configuration can happen if you delete and recreate the same agent orassignment queue on the runtime servers. Restarting the PG and the runtime server generallyresolves the issue. ◇ This can also happen if you actually have agents with duplicate first and last names. In thisexample, 'MMCA_1.Boston.ExpertAdvisor' means you have an expert advisor who's nameis 'ExpertAdvisor Boston'. Look in the Expert Advisor OAMP screen for each expert, in theUnified ICM section at the bottom of the screen, and make sure you have only one expertwho's name is 'ExpertAdvisor Boston'. |
| Release | Release 7.6(1). |
| Associated CDETS # | None. |