

General:_Expert_logs_into_Cisco_Unified_Presence,_but_never_receives_a_welcome_message

Expert logs into Cisco Unified Presence, but never receives a welcome message

Problem Summary	Expert logs into Cisco Unified Presence, but never receives a welcome message. The agent state monitoring tool show agent all shows expert as Available but NOT_READY.
Error Message	None.
Possible Cause	The Runtime server may not be in service.
Recommended Action	Verify the runtime server is running.
Release	Release 7.6(1).
Associated CDETS #	None.