

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

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| 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. |