

## Updates in Cisco Mobile Supervisor page does not reflect changes in Unified CCX server

<b>Problem Summary</b>	Auto-updates or manual updates in the Cisco Mobile Supervisor page does not reflect the change made in the Unified CCX server.
<b>Error Message</b>	None.
<b>Possible Cause</b>	<p>This problem occurs for one of three scenarios:</p> <ul style="list-style-type: none"> <li>• In the Cisco Mobile Supervisor, you are at the CSQ list page and in the Unified CCX server CSQs are added to or deleted from the team</li> <li>• In the Cisco Mobile Supervisor, you are at the Agent page for a particular team and in the Unified CCX server: <ul style="list-style-type: none"> <li>◇ Agents are added to or deleted from the CSQ</li> <li>◇ An agent name is changed</li> </ul> </li> <li>• In the Cisco Mobile Supervisor, you are at the CSQ detail page and in the Unified CCX server: <ul style="list-style-type: none"> <li>◇ Agents are added to or deleted from the CSQ</li> <li>◇ An agent name is changed</li> </ul> </li> </ul>
<b>Recommended Action</b>	<p>You have two options:</p> <ul style="list-style-type: none"> <li>• Tap the Refresh icon () in the list of teams page to obtain the latest update from the Unified CCX server.</li> <li>• Explicitly logout of the Cisco Mobile Supervisor and log in again.</li> </ul>
<b>Release</b>	Release 1.0 and 2.0
<b>Associated CDETS #</b>	None.