

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

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