

## Autoconfiguration fails

<b>Problem Summary</b>	The Unified CCE Enterprise PG PIM fails to provide autoconfiguration from the child to the parent. For example, the PIM fails to autoconfigure a skill group configured in the child. Similar errors are seen while adding agents.
<b>Error Message</b>	<p>In the case of a Skill Group, look for the following type of errors in the autoconfig error log file pimn_AutoConfigError.txt under icm{cust}{PGn[AIB]}:</p> <p>2008/01/15/ 14:16:43: Config update error on ADD of SKILL GROUP PID=5009 PerNum=993 Ent Name='AAS_PG10A_SG_993' PerName='gee999' A Skill Group is already defined for this peripheral with the name that was entered.</p> <p>In the case of agents the error might look something like this:</p> <p>2008/10/16 01:45:13: Config update error on ADD of AGENT PID=5000 PerNum='PPG2' Ent Name='PPG2.Agent 19.Test' PerName='PPG2' Invalid enterprise name. Enterprise names can contain letters, numbers, ",", and "_". 'FirstName' and 'LastName' in agent enterprise name must not contain dashes ("-") and 'spaces' (" ").</p>
<b>Possible Cause</b>	Duplicate enterprise name values might already exist in the parent.
<b>Recommended Action</b>	<p>Complete the following steps:</p> <ol style="list-style-type: none"> <li>1. In the case of agents, correct the agent firstname and lastname to have only letters, numbers, dot ("."), and underscore ("_") in the child.</li> <li>2. In the case of skill groups in the parent configuration, delete all skill groups on that peripheral that are deletable; that is, they do not have a circle with a line through it on them. Or, in the case of agents, delete all agents on the peripheral that are deletable.</li> <li>3. Delete all the permanently undeleted objects from the Deleted Objects tool in Unified ICME Configuration Manager.</li> </ol>
<b>Release</b>	Release 7.5(1) and 8.0
<b>Associated CDETS #</b>	None.