

An application or agent does not appear on Unified ICME after being recreated on Unified CCX

Problem Summary	In a Cisco Contact Center Gateway deployment using Unified CCX, when a previously deleted application or agent is added back to Unified CCX, the application or agent does not appear on Unified ICME.
Error Message	None.
Possible Cause	You must physically delete all records marked for deletion on Unified ICME before recreating the records on Unified CCX.
Recommended Action	Complete the following steps before recreating the application or agent on Unified CCX: <ol style="list-style-type: none"> 1. On the Unified ICM AW Configuration Manager, select ICM > Administration > Deleted objects. 2. Delete the records marked for deletion.
Release	Release 7.5(1) and 8.0
Associated CDETS #	None.