

No data appears in the Cisco Agent Desktop Enterprise Data fields

Problem Summary	When an agent receives a call, the Enterprise Data pane does not display the expected data.
Error Message	None.
Possible Cause	The Unified CCX server is not correctly passing enterprise data from the Enterprise service to Agent Desktop. This situation can be a result of incorrect step configuration in the script or in the Enterprise Data Configuration section of Desktop Administrator. It can also result from an out-of-sync condition between the Enterprise Data subsystem and the Enterprise service.
Recommended Action	Complete the following steps: <ol style="list-style-type: none"> 1. Verify the step configuration in the script and in the Enterprise Data Configuration section of Desktop Administrator. 2. Stop and restart the Enterprise service. 3. If the problem persists, stop and restart the Unified CCX engine.
Release	CAD Unified CCX 8.5
Associated CDETS #	None.