

## Agent State Mismatch

<b>Problem Summary</b>	The agent states on Unified ICM do not match those on Unified Expert Advisor.
<b>Error Message</b>	None.
<b>Possible Cause</b>	The cause of the problem....
<b>Recommended Action</b>	<p>◇ Use procmon dagent for a single agent or the real time tables to confirm the mismatch.</p> <ul style="list-style-type: none"> <li>• If they do not match, look in the PIM log for the last AGENT_STATE_EVENT received for the agent in question.</li> <li>• If they do match the ICM values in procmon, pursue troubleshooting in Unified Expert Advisor through the Gateway (Unified ICM Gateway process) to the Resource Manager (RM) to see if there is a configuration issue or a possible defect in Expert Advisor.</li> <li>• If it does NOT match what procmon displays, then pursue ICM problem diagnosis as this may indicate a defect in Unified ICM.</li> </ul>
<b>Release</b>	Release 7.6(1).
<b>Associated CDETS #</b>	None.