

**Agents are not getting configured**

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|---------------------------|---|
| <b>Problem Summary</b>    | Expert advisors on the system are not getting configured as agents on Unified ICM.  |
| <b>Error Message</b>      | None.   |
| <b>Possible Cause</b>     | The EventMaskConfig key may not be correct.   |
| <b>Recommended Action</b> | Look under the Config registry hive for the PIM (for example, HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\icm\PG1A\PG\CurrentVersion\PIMS\pim1\ACMIData\Config'). Verify that theEventMaskConfig key is 11 decimal. |
| <b>Release</b>            | Release 7.6(1).   |
| <b>Associated CDETS #</b> | None.   |