


## Agents configured but no historical agent data in Unified ICM

<b>Problem Summary</b>	Historical agent data is not available in Unified ICM even if agents are configured.
<b>Error Message</b>	None.
<b>Possible Cause</b>	Agent reporting may not be checked in the PG explorer or the distributor site may not be available or accurate.
<b>Recommended Action</b>	<p>In the PG explorer's Agent Distribution tab, ensure that enable agent reporting is checked. Also ensure that there is at least one distributor site in the Agent Distribution Entries and one is enabled.</p> <p>Ensure the name in the Distributor Site Name matches the name of the distributor. This can be checked by running \icm\bin\setup.exe on the distributor.</p> <p> <b>Note:</b> The name is not necessarily the host name of the machine. On the distributor the name can also be found as the key 'SiteName' in the ..\RealTimeDistributor\CurrentVersion' registry hive, for example HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\ICM\icm\Distributor\RealTimeDistributor\CurrentVersion\SiteName.</p>
<b>Release</b>	Release 7.6(1).
<b>Associated CDETS #</b>	None.