

## Supervisor does not see team members listed in the agent select grid

<b>Problem Summary</b>	After login, supervisor does not see his team members listed in the agent select grid.
<b>Error Message</b>	None.
<b>Possible Cause</b>	This problem may have multiple causes: <ol style="list-style-type: none"> <li>1. The team may not be properly configured in the ICM configuration.</li> <li>2. The supervisor may not have the correct privileges.</li> <li>3. The ServicesMask may not have the right value for the CTI OS server.</li> </ol>
<b>Recommended Action</b>	Check the following items: <ol style="list-style-type: none"> <li>1. Ensure that the team is configured correctly in the ICM configuration.</li> <li>2. Ensure that your supervisor has supervisor privileges in ICM configuration.</li> <li>3. Check the ServicesMask for CTI OS server in the registry at HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Systems, Inc.\CTIOS\CTIOS_&lt;InstanceName&gt;\ctios1\CtiDriver\Config. It must be 0x1c0296 or decimal 1835670 - these values include supervisor services.</li> </ol>
<b>Release</b>	Release 7.5(x)
<b>Associated CDETS #</b>	None.