

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

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