T101_encapsulation

Skill group real-time data

Problem Summary	No logged in agents or all agents are not ready.
Error Message	None.
Possible Cause	1. Log > 0; Ready = 0 (All agents not ready) 2. Log = 0 (No logged in agents)
Recommended Action	 Check for agent configuration errors. Check for autoconfiguration errorsrefer to the Unified ICM troubleshooting tips for Unified Expert Advisor. Is Unified Expert Advisor in service? Is Unified PIM in service? Verify the logged-in AQ agents. Does each agent meet the membership criteria? Ensure that AQ maps have the correct skill group. Does the skill group peripheral number match the skill group name suffix?
Release	Release 7.6(1)
Associated CDETS #	None.