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## Call Tracing

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## General

- [General: Agents logged in/available in Unified Expert Advisor, don't show up in Unified ICM \(1\)](#)
- [General: Agents logged in/available in Unified Expert Advisor, don't show up in Unified ICM \(2\)](#)
- [General: Expert logs into Cisco Unified Presence, but never receives a welcome message](#)
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- [General: Unified Expert Advisor web page timeout does not default to login page](#)
- [General: Unified Presence SIP proxy using high amount of CPU](#)
- [General: Unified Expert Advisor DB Replication Errors](#)

## ICM Gateway Process

- ICM Gateway Process: Agent not shown in Agent Explorer
- ICM Gateway Process: Call failure
- ICM Gateway Process: ECC or peripheral variables not displayed to Unified Personal Communicator
- ICM Gateway Process: Stuck on starting
- ICM Gateway Process: goes OOS

## PG

- PG: Agent State Mismatch
- PG: Agents are not getting configured
- PG: Agents configured but no historical agent data in Unified ICM
- PG: Autoconfig errors
- PG: PIM Connects but Auto-configuration Incomplete or Other Errors
- PG: PIM not activating
- PG: PIM not connecting ? Stuck ACTIVATING
- PG: TCD Disposition 27 with long duration

## Reporting

- Reporting: Reports Returning Partial or No Data

## Unified ICM Gateway

- Unified ICM Gateway: EMSMON - Monitoring the PIM
- Unified ICM Gateway: Interactions with Unified Expert Advisor
- Unified ICM Gateway: PROCMON