There are two possible solutions to this issue:

Solution 1:

Make sure to clear out the cache folder of any old files after sending the CC character to ZBrush and before using GoZ to CC (**Preferences** > **GoZ** > **Clear cache files**). Under the current GoZ system, the presence of old cache files will attach sequential numbers on the subtools, causing them to be mis-read and unable to be identified.

Solution 2:

Make sure the ZBrush subtools and the CC mesh names are consistent. If not, please give the same names to the corresponding items.

Reallusion FAQ https://kb.reallusion.com/Product/53140/What-do-I-do-if-the-ZBrush-character-does-not-update-after-ser