

Administration: Administration sign-in page does not load after fresh installation

Problem Summary	The administration sign-in page does not load after a fresh installation.
Error Message	An error occurred that prevented administration sign-in page from loading.
Possible Cause	<ul style="list-style-type: none">• Browser cache or cookies are not cleared from a prior installation.• The administration Finesse Layout XML may be corrupt, or the administration console did not start up correctly.
Recommended Action	Clear your browser cache (delete browsing history and cookies). If the problem persists, restart the Cisco Tomcat service or restart the Finesse server.
Release	Release 9.1(1),Release 10.0(1), Release 10.5(1), Release 10.6(1)
Associated CDETS #	None