

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

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| <b>Problem Summary</b>    | The administration sign-in page does not load after a fresh installation.   |
| <b>Error Message</b>      | An error occurred that prevented administration sign-in page from loading.  |
| <b>Possible Cause</b>     | <ul style="list-style-type: none"><li>• Browser cache or cookies are not cleared from a prior installation.</li><li>• The administration Finesse Layout XML may be corrupt, or the administration console did not start up correctly.</li></ul> |
| <b>Recommended Action</b> | Clear your browser cache (delete browsing history and cookies). If the problem persists, restart the Cisco Finesse Tomcat service (for Unified CCE Release 10.5 and earlier, restart the Cisco Tomcat service) or restart the Finesse server.   |
| <b>Release</b>            | Release 9.1(1),Release 10.0(1), Release 10.5(1), Release 10.6(1), Release 11.0(1)   |
| <b>Associated CDETS #</b> | None  |