

Agent Redirected to Login Page when in Ready/Not Ready State

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| Problem Summary | Agent logs in to Chat Agent URL <a href="https://<uccx_server_fqdn/agentdesktop">https://<uccx_server_fqdn/agentdesktop . After accepting the certificates and providing login username and password, the agent moves to the Ready state or the Not ready state. After accepting error message redirected to login page. |
| Error Message | NA |
| Possible Cause | Unified CCX Failover |
| Recommended Action | Agent redirected to login page when in Ready/Not Ready state during failover scenario when mastership changes. You must log in again after some time; you will be redirected to new master URL. |
| Release | Release 9.0(1) |
| Associated CDETS # | None |