

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

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