

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

<b>Problem Summary</b>	Agent logs in to Chat Agent URL <a href="https://&lt;uccx_server_fqdn/agentdesktop">https://&lt;uccx_server_fqdn/agentdesktop</a> . 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.
<b>Error Message</b>	NA
<b>Possible Cause</b>	Unified CCX Failover
<b>Recommended Action</b>	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.
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	None