

The XMPP/BOSH connection cannot be authenticated

Problem Summary	The XMPP/BOSH connection cannot be authenticated.
Error Message	None.
Possible Cause	The Finesse Web Services are not running. The Finesse Web Services support the authentication for the Cisco Finesse Notification Service. If the Finesse Web Services are not running, the XMPP/BOSH connection cannot be authenticated.
Recommended Action	<ul style="list-style-type: none"> • Sign in to the Cisco Finesse Agent Desktop. This will let you know if the Finesse Web Services are running. <ul style="list-style-type: none"> ◆ You can also manually construct a GET request as the user for whom the BOSH/XMPP connection would be made (for example: GET <a href="http://host/finesse/api/User/<userid>">http://host/finesse/api/User/<userid>) • Test to see if the issue is client-specific. <ul style="list-style-type: none"> ◆ If it is a third party XMPP/BOSH connection, try opening the Finesse Desktop to see if eventing works within the Cisco desktop. ◆ You can also try to use a client like Pidgin or Adium to connect to XMPP (port number 5222).
Release	Release 8.5(3)
Associated CDETS #	None.