

## The XMPP/BOSH connection cannot be authenticated

<b>Problem Summary</b>	The XMPP/BOSH connection cannot be authenticated.
<b>Error Message</b>	None.
<b>Possible Cause</b>	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.
<b>Recommended Action</b>	<ul style="list-style-type: none"> <li>• 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"> <li>◆ 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/&lt;userid&gt;">http://host/finesse/api/User/&lt;userid&gt;</a>)</li> </ul> </li> <li>• Test to see if the issue is client-specific. <ul style="list-style-type: none"> <li>◆ If it is a third party XMPP/BOSH connection, try opening the Finesse Desktop to see if eventing works within the Cisco desktop.</li> <li>◆ You can also try to use a client like Pidgin or Adium to connect to XMPP (port number 5222).</li> </ul> </li> </ul>
<b>Release</b>	Release 8.5(3)
<b>Associated CDETS #</b>	None.