

Chat Agent/Supervisor URL Gives 404 Error

Problem Summary	When I try to open Chat Agent or Supervisor URL in browser <a href="https://<uccx_server_fqdn/agentdesktop">https://<uccx_server_fqdn/agentdesktop <a href="https://<uccx_server_fqdn/agentdesktop/supervisor">https://<uccx_server_fqdn/agentdesktop/supervisor Gives 404 error
Error Message	404 Error
Possible Cause	Improper Fully Qualified Domain Name (FQDN) in the Chat Agent/Supervisor URL.
Recommended Action	<ul style="list-style-type: none"> - Check whether Unified CCX is running. - Make sure Unified services are running. Specifically check for Unified CCX Engine, Unified CCX Notification Service and Unified CCX Tomcat. - Check whether your firewall is blocking calls to Unified CCX server. - Ping Unified CCX by its FQDN from the client machine, for example \$ping uccx.foo.com. - If ping fails check whether you can route to the Unified CCX box; try \$nslookup uccx.foo.com. - If nslookup does not work, consult your administrator to add routing information and DNS entries.
Release	Release 9.0(1)
Associated CDETS #	None