

**Chat Agent/Supervisor URL Gives 404 Error**

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