

Chat Agent Login Fails

Problem Summary	User login to Chat Agent URL fails. <a href="https://<uccx_server_fqdn/agentdesktop">https://<uccx_server_fqdn/agentdesktop after the user accepts the certificates and provides login username
Error Message	Login failure.
Possible Cause	Invalid login credentials or login attempt from a non-chat-agent.
Recommended Action	<p>Validate the login credentials.</p> <p>Verify that the user is part of Chat CSQ and has agent capabilities.</p> <p>With Firebug or equivalent installed on your browser look into the logs for line lik</p> <p>If you do not see this message, verify that Unified CCX Notification Service is running. ?Telnet at uccx_</p> <p>Notification service</p> <p>Check whether Chat subsystem is in the In Service state</p> <p>If Chat subsystem state is ?Not Configured?, configure SocialMiner.</p> <p>If state is Partial Service, make sure Notification Service is running.</p>
Release	Release 9.0(1)
Associated CDETS #	None