

## Chat Agent Login Fails

<b>Problem Summary</b>	User login to Chat Agent URL fails. <a href="https://&lt;uccx_server_fqdn/agentdesktop">https://&lt;uccx_server_fqdn/agentdesktop</a> after the user accepts the certificates and provides login username
<b>Error Message</b>	Login failure.
<b>Possible Cause</b>	Invalid login credentials or login attempt from a non-chat-agent.
<b>Recommended Action</b>	<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>
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	None