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Invalid Username or Password

Problem Summary	Supervisor UI login fails due to invalid username or password.
Error Message	"Invalid username or password" is displayed above the login field on the supervisor UI login page.
Possible Cause	Supervisor with this username does not exist in the system.
Recommended Action	The administrator should check in Unified CCX AppAdmin and associated Cisco Unified Communications Manager if the supervisor with this username is present. If the username is correct, check if the password has been entered correctly. The supervisor password can be modified in the associated Cisco Unified Communications Manager.
Release	Release 9.0(1)
Associated CDETS #	None

Login Fails for User Who Has No Supervisor Credentials

Problem Summary	Login fails for user who has no supervisor credentials (for example, an agent trying to log in to a supervisor desktop).
Error Message	"Invalid username or password. Please try again" is displayed above the login field on the supervisor UI login page.
Possible Cause	User may not have either supervisor credentials or supervisor capability for the call center.
Recommended Action	The administrator should check in Unified CCX AppAdmin and associated Cisco Unified Communications Manager if the user is present in the system. If the username is correct, check if the password has been entered correctly. If password is wrong then the supervisor's password can be modified in the associated Cisco Unified Communications Manager. If both username and password are correct, then check if the user has been properly associated to Unified CCX and has supervisor capability. Unified CCX AppAdmin has to be accessed to check/provide supervisor capability.
Release	Release 9.0(1)
Associated CDETS #	None

Supervisor UI Fails to Load for Supervisor Who is Able to Log In

Problem Summary	The user has supervisor capability and is able to log in to the supervisor UI but the supervisor desktop fails to load.
Error Message	"Loading..." modal dialog is displayed for about 10 seconds after which a "Service Unavailable" popup window appears.
Possible Cause	<ol style="list-style-type: none"> 1. The user might be a supervisor but not a chat supervisor (that is the supervisor might not be supervising any chat teams). 2. The user might be a valid chat supervisor, but the http-bind tunnel fails to get established to the server upon login.
Recommended Action	The administrator should check in Unified CCX AppAdmin whether the user is supervising any chat teams. If not, make the administrator the supervisor for at least one chat team so that the administrator can log in successfully. If the user is a valid chat supervisor and yet still gets the "Service Unavailable" alert, the administrator can restart Notification service on the Unified CCX nodes and then try to log in to the supervisor UI and see if the supervisor desktop loads.
Release	Release 9.0(1)
Associated CDETS #	None

Supervisor UI Goes Blank for Supervisor Who is Able to Log In

Problem Summary	Supervisor UI goes blank for supervisor who is able to log in.
Error Message	Shows 'arr is undefined' in Firebug while accessing through Firefox.
Possible Cause	DNS is not properly configured for CCX Server(s) and the supervisor chat desktop is being accessed without providing domain name.
Recommended Action	Configure the DNS properly while installing the CCX server(s). Use the domain name to access the supervisor chat desktop Web UI. For example, if domain is cisco.com then URL is https://hostname.cisco.com/agentdesktop/supervisor .
Release	Release 9.0(1)
Associated CDETS #	CSCty94271