

Desktop: Agent Password Required for Sign In

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| Problem Summary | The agent enters an ID and extension but no password on the Cisco Finesse Sign In page. The agent then clicks Sign In. The screen displays a message that "The Desktop is connecting ... ", but the desktop does not open. |
| Error Message | None. |
| Possible Cause | The agent was created in Unified CCE with no password. Agent Password is an optional field in Unified CCE configuration. It is a <i>required field</i> for Cisco Finesse. |
| Recommended Action | Launch Unified CCE Configuration Manager. Open Agent Explorer. Locate the agent from the list of agents in the left pane. See the corresponding Agent tab on the right pane. Enter a password for this agent and save the record. Cisco Finesse will recognize the password instantly. |
| Release | Release 8.5(1), Release 8.5(3) |
| Associated CDETS # | None. |