

**Desktop: Agent Password Required for Sign In**

<b>Problem Summary</b>	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.
<b>Error Message</b>	None.
<b>Possible Cause</b>	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.
<b>Recommended Action</b>	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.
<b>Release</b>	Release 8.5(1), Release 8.5(3)
<b>Associated CDETS #</b>	None.