

Desktop: Agent Password Required for Sign In

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.