Agent cannot sign in to the desktop

Problem Summary	The agent cannot sign in to the desktop
Error Message	Finesse is out of service. Please try again or contact the administrator.
Possible Cause	1. The Cisco Finesse Notification Service is not running. For more information about checking the status of the Cisco Finesse Notification Service, see the section "Commands Supported for Cisco Finesse" in the *Cisco Finesse Administration Guide*. 2. Finesse is not connected to the CTI server. Make sure there is network connectivity between Finesse and the CTI server. Then sign in to the Cisco Finesse Administration Console and verify that the settings in the Server Settings gadget are correct. 3. The DNS was not configured during the installation. To check if DNS was configured during installation, check the install.log for the following: InstallWizard|USER_ACTION_BTN_PUSH: Screen = DNS Client Configuration, button pushed = No|<LVL::Info The preceding message indicates that DNS was not configured during the installation. For information about collecting Finesse logs, see the section "Commands Supported for Cisco Finesse" in the *Cisco Finesse Administration Guide*.
Recommended Action	1. Try to sign in to the desktop on the alternate Finesse server. If Finesse goes out of service after the agent is already signed in, the browser is automatically directed to the desktop on the alternate Finesse server. 2. If the Cisco Finesse Notification Service is not running, start the service (for more information, see the section ?Commands Supported for Cisco Finesse" in the *Cisco* Finesse Administration Guide). 3. If Finesse is not connected to the CTI server, correct any incorrect settings in the Server Settings gadget in the Administration Console. 4. If DNS was not configured during the installation, reinstall Finesse and configure the DNS. DNS configuration is mandatory for Cisco Finesse. For installation instructions, see the *Cisco Finesse Installation and Upgrade Guide*.
Release	Release 8.5(3), Release 9.0(1), Release 9.1(1), Release 10.0(1), Release 10.5(1), Release 11.0(1)
Associated CDETS #	None.