

## Desktop: Agent receives Notification Service error while attempting to sign in

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| <b>Problem Summary</b>    | A Unified CCE or Unified CCX agent tries to sign in to Finesse and Finesse returns a Notification Service error.   |
| <b>Error Message</b>      | Unable to connect to the Notification Service.   |
| <b>Possible Cause</b>     | <p>This problem can occur if one of the following changes is made while the agent is signed in to Finesse:</p> <ul style="list-style-type: none"> <li>• The agent is deleted.</li> <li>• The agent ID is changed.</li> <li>• The agent IPCC extension is changed to none (Unified CCX only).</li> </ul> <p>For performance reasons, the Finesse server caches agent credentials for 30 minutes after the agent signs in to the desktop. If the agent is deleted or the credentials are changed, the old credentials remain in the cache for authentication. If an agent signs out and tries to sign back in with the old credentials during this 30-minute time frame, the agent passes the authentication check. However, the agent is no longer functional in the system, which results in the Notification Service error.</p> |
| <b>Recommended Action</b> | <ul style="list-style-type: none"> <li>• Wait for 30 minutes (for the realm cache to clear) and sign in again. At this point, the agent receives the expected invalid username or password error.</li> <li>• If the agent ID was changed, have the agent sign in with the new agent ID.</li> </ul>   |
| <b>Release</b>            | Release 9.0(1), Release 9.1(1), Release 10.0(1), Release 10.5(1), Release 10.6(1), Release 11.0(1)   |
| <b>Associated CDETS #</b> | CSCue60524   |