

Desktop: Agent sign in fails after installation

Problem Summary	After a fresh installation of Finesse, agents cannot sign in to the desktop.
Error Message	Invalid username or password. Please try again.
Possible Cause	<p>Common issues include</p> <ul style="list-style-type: none"> • Username or password is incorrect. • The Domain was not configured during installation. • The agent is not properly configured in Unified CCE. • The AWDB is not configured correctly. • Cisco Tomcat was not restarted after configuration. • The agent's device is not configured correctly in Unified CM.
Recommended Action	<ul style="list-style-type: none"> • Verify that the username and password is correct. • Verify that a valid domain was configured during installation and that forward and reverse DNS are set up correctly. 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 <p>The preceding message indicates that DNS was not configured during the installation. If this is the case, reinstall Finesse and configure the DNS with a valid domain. For information about collecting Finesse logs, see the section "Commands Supported for Cisco Finesse" in the Cisco Finesse Administration Guide.</p> <ul style="list-style-type: none"> • Verify that the agent has been configured in Unified CCE. • Verify that the AWDB is configured correctly: <ul style="list-style-type: none"> ◆ Check the realm.log for the following line: "ERROR com.cisco.ccbu.finesse.realms.ccerealm.CCERealmConfig - Cannot connect to any AWDB! Ensure that at least one AWDB is configured properly and running!" This line indicates that Finesse cannot connect to the AWDB. ◆ Check that the values entered in the Contact Center Enterprise Administration & Data Server Settings gadget are correct. <ul style="list-style-type: none"> ◇ Verify that the username entered is a Windows domain user. ◇ Verify that the username is not prepended with the domain (for example: domain\username). ◆ Check that the AWDB is set up correctly and is running: <ul style="list-style-type: none"> ◇ The AWDB SQL server must use Windows authentication. ◇ Verify that the AWDB machine is up and that the Distributor service is running. ◇ Verify that the port configured in the Contact Center Enterprise Administration & Data Server gadget is open to the Finesse server. • Restart Cisco Tomcat on the primary and secondary Finesse servers. • Verify that the agent's device is properly configured in Unified CM and is active.
Release	Release 8.5(3), Release 9.0(1), Release 9.1(1), Release 10.0(1), Release 10.5(1)
Associated CDETS #	None

