

## Desktop: Agent sign in fails after installation

<b>Problem Summary</b>	After a fresh installation of Finesse, agents cannot sign in to the desktop.
<b>Error Message</b>	Invalid username or password. Please try again.
<b>Possible Cause</b>	<p>Common issues include</p> <ul style="list-style-type: none"> <li>• Username or password is incorrect.</li> <li>• The Domain was not configured during installation.</li> <li>• The agent is not properly configured in Unified CCE.</li> <li>• The AWDB is not configured correctly.</li> <li>• Cisco Tomcat was not restarted after configuration.</li> <li>• The agent's device is not configured correctly in Unified CM.</li> </ul>
<b>Recommended Action</b>	<ul style="list-style-type: none"> <li>• Verify that the username and password is correct.</li> <li>• 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&lt;LVL::Info                       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 <a href="#">Cisco Finesse Administration Guide</a>.</li> <li>• Verify that the agent has been configured in Unified CCE.</li> <li>• Verify that the AWDB is configured correctly:                             <ul style="list-style-type: none"> <li>◆ 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.</li> <li>◆ Check that the values entered in the Contact Center Enterprise Administration &amp; Data Server Settings gadget are correct.   <ul style="list-style-type: none"> <li>◇ Verify that the username entered is a Windows domain user.</li> <li>◇ Verify that the username is not prepended with the domain (for example: domain\username).</li> </ul> </li> <li>◆ Check that the AWDB is set up correctly and is running:   <ul style="list-style-type: none"> <li>◇ The AWDB SQL server must use Windows authentication.</li> <li>◇ Verify that the AWDB machine is up and that the Distributor service is running.</li> <li>◇ Verify that the port configured in the Contact Center Enterprise Administration &amp; Data Server gadget is open to the Finesse server.</li> </ul> </li> </ul> </li> <li>• Restart Cisco Tomcat on the primary and secondary Finesse servers.</li> <li>• Verify that the agent's device is properly configured in Unified CM and is active.</li> </ul>
<b>Release</b>	Release 8.5(3), Release 9.0(1), Release 9.1(1), Release 10.0(1), Release 10.5(1), Release 11.0(1)
	None

<b>Associated CDETS #</b>
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