

Desktop: Agents experience problems signing in or desktop is slow to respond

Problem Summary	Multiple agents experience problems while signing in to the desktop. If agents are already signed in, the desktop is slow to respond (for example, the desktop does not respond right away to actions that the agents perform or the desktop does not reflect the agent's state in a timely fashion).
Error Message	<ul style="list-style-type: none"> • The sign-in process is taking longer than expected. You can try signing in again, or contact your administrator if the condition persists. • Unable to connect to the notification service. Please try again. If the condition persists, contact your administrator.
Possible Cause	<p>Make sure that your network meets the following performance requirements:</p> <ul style="list-style-type: none"> • Latency: 80 ms (round-trip) between Finesse servers and 200 ms (round-trip) from Finesse client to Finesse server • Jitter: 2 ms • Packet loss: 0.5% <p>If no network issues are found between the Finesse server and the Finesse clients, the Cisco Finesse Notification Service may be experiencing an Out of Memory exception. This exception leads to high memory and CPU usage.</p> <p>You can use the CLI command show process load memory to check the memory and CPU usage.</p> <p>The Out of Memory exception causes the Cisco Finesse Notification Service to create a heap dump file in its bin folder, which can be detected with the assistance of Cisco Technical Support.</p>
Recommended Action	<p>In a Unified CCE deployment:</p> <p>Have the agents sign in to the alternate Finesse server and then restart the Cisco Finesse Notification Service on the original Finesse server.</p> <p>To restart the Cisco Finesse Notification Service:</p> <ol style="list-style-type: none"> 1. Stop the Cisco Finesse Tomcat Service (Cisco Tomcat Service for Release 10.5 and earlier). 2. Stop the Cisco Finesse Notification Service. 3. Start the Cisco Finesse Tomcat Service (Cisco Tomcat Service for Release 10.5 and earlier). 4. Start the Cisco Finesse Notification Service. <p>Use the CLI commands utils service stop <i><service name></i> and utils service start <i><service name></i> to stop and start services.</p> <p>In a Unified CCX deployment:</p> <p>Trigger a manual failover to the alternate Unified CCX server. Perform the following steps on the original Unified CCX server:</p>

Desktop: Agents_experience_problems_signing_in_or_desktop_is_slow_to_respond

	<ol style="list-style-type: none">1. Stop Cisco Finesse.2. Stop the Cisco Unified CCX Notification Service.3. Start Cisco Finesse.4. Start the Cisco Unified CCX Notification Service.
Release	Release 9.1(1), Release 10.0(1), Release 10.5(1), Release 10.6(1), Release 11.0(1)
Associated CDETS #	CSCuj44903