

Desktop: Agents with blank passwords cannot sign in to Finesse

Problem Summary	An agent attempts to sign in to the Finesse desktop with a blank password. The agent encounters an error and is not able to sign in.
Error Message	Invalid ID or password. Please try again.
Possible Cause	The agent has a blank password configured in Unified CCE Configuration Manager. The password field is optional in Unified CCE but is required for Finesse. Agents must have a password configured in Unified CCE before they can sign in to Finesse.
Recommended Action	<p>Configure a password for the agent.</p> <ol style="list-style-type: none"> 1. Launch Unified CCE Configuration Manager. 2. Locate the record for the agent (Agent Explorer > Agent tab). 3. Enter a password for the agent. 4. Save the agent record.
Release	Release 9.0(1), Release 9.1(1)
Associated CDETS #	None