

## Desktop: Agents with blank passwords cannot sign in to Finesse

<b>Problem Summary</b>	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.
<b>Error Message</b>	Invalid ID or password. Please try again.
<b>Possible Cause</b>	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.
<b>Recommended Action</b>	<p>Configure a password for the agent.</p> <ol style="list-style-type: none"> <li>1. Launch Unified CCE Configuration Manager.</li> <li>2. Locate the record for the agent (Agent Explorer &gt; Agent tab).</li> <li>3. Enter a password for the agent.</li> <li>4. Save the agent record.</li> </ol>
<b>Release</b>	Release 9.0(1), Release 9.1(1)
<b>Associated CDETS #</b>	None