

## Desktop: Button Behavior is Incorrect or Generates Errors

<b>Problem Summary</b>	Clicking a button on the desktop does not result in the expected action or generates an error.
<b>Error Message</b>	Various
<b>Possible Cause</b>	This can happen when the Finesse Web Service disconnects and then reconnects to the CTI server at a time when no actions are occurring in the desktop. The desktop is unaware of the disconnect/reconnect and continues to show the "stale" state before the disconnect/reconnect.
<b>Recommended Action</b>	Restore the desktop to a normal state by signing out and signing back in.
<b>Release</b>	Release 8.5(1)
<b>Associated CDETS #</b>	None