

Desktop: Button Behavior is Incorrect or Generates Errors

Problem Summary	Clicking a button on the desktop does not result in the expected action or generates an error.
Error Message	Various
Possible Cause	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.
Recommended Action	Restore the desktop to a normal state by signing out and signing back in.
Release	Release 8.5(1)
Associated CDETS #	None