

Desktop: Client cannot resolve FQDN of Finesse server

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| Problem Summary | When the desktop client cannot connect to the active Finesse server, the agent is redirected to the primary/secondary Finesse server (http://FQDN/desktop). The client cannot resolve the FQDN of the Finesse server. |
| Error Message | None |
| Possible Cause | This problem may occur in environments where non-hierarchical DNS configuration exists. |
| Recommended Action | <p>Configure the primary (and secondary if applicable) DNS on the client computers.</p> <ol style="list-style-type: none"> 1. On clients running Windows 7, Open Control Panel > Network and Internet > Network Connections. (For Windows XP clients, open Control Panel > Network Connections.) 2. Right-click the appropriate network connection and choose Properties. 3. On the Networking tab, select Internet protocol version 4 (TCP/IPv4), and then click Properties. (For Windows XP clients, select Internet Protocol (TCP/IP).) 4. Click Advanced. 5. On the DNS tab, under DNS server addresses, in order of use, click Add. 6. Enter the IP address of the DNS server that was entered during installation and click Add. 7. If a secondary DNS was entered during installation, repeat Step 5 and Step 6 to add its IP address. |
| Release | Release 9.0(1), Release 9.1(1), Release 10.0(1), Release 10.5(1), Release 10.6(1), Release 11.0(1) |
| Associated CDETS # | CSCtz61663 |