

Desktop: Desktop Tools are Unresponsive or Disabled

Problem Summary	The desktop components are non-responsive.
Error Message	HTTP 500 or HTTP 503
Possible Cause	A 500 error indicates that a connection to the CTI server is lost, or it is in OUT_OF_SERVICE status. A 503 error indicates that the connection is in the PARTIAL_SERVICE status.
Recommended Action	Try these actions in the sequence listed: <ul style="list-style-type: none"> • This disabled condition might be temporary. The agent can sign out of the desktop and then sign in again. • The Administrator can check the network connections. • The Administrator can launch the Serviceability Console to check the status of the service and to perform a Restart if necessary. • The Administrator can run CLI commands to view that status, and if needed, to restart the services. • The Administrator can check to see if the CTI Server is up and running.
Release	Release 8.5(1)
Associated CDETS #	None