

**Sign-in with offline device causes error**

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| <b>Problem Summary</b>    | An agent tried to sign in to the Finesse Agent Desktop with an offline device. The Finesse Agent Desktop appears stuck at "Loading".    |
| <b>Error Message</b>      | No error message appears for about one minute. After a minute, an error about an invalid extension appears.                             |
| <b>Possible Cause</b>     | The agent tried to sign in using an invalid extension. That is, the device is configured in Unified CM but is not registered (offline). |
| <b>Recommended Action</b> | Try to sign in again with a valid extension (a device that is configured and registered in Unified CM).                                 |
| <b>Release</b>            | Release 8.5(3)  |
| <b>Associated CDETS #</b> | CSCtv84926  |