

Sign-in with offline device causes error

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