

User desktop does not appear to be receiving updates or notifications

Problem Summary	User desktop does not appear to be receiving updates or notifications.
Error Message	None
Possible Cause	The BOSH connection over port 7071 may be down or disabled.
Recommended Action	After signing in to the desktop, replace the URL in the browser with http://<finesse-url>:7071/index.html, where <finesse-url> is the URL or IP address of the Finesse server. If the message "Openfire HTTP Binding Service" does not appear in the browser, then the BOSH connection over port 7071 may be down or disabled.
Release	Release 8.5(3), Release 9.0(1)
Associated CDETS #	None