

User desktop does not appear to be receiving updates or notifications

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| 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 <code>http://<finesse-url>:7071/index.html</code> , 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 |