

## Desktop Errors: Server Authentication Failure

<b>Problem Summary</b>	The agent sees this error when attempting to sign in to the Cisco Finesse Desktop.
<b>Error Message</b>	Server authentication failure. Please try again or contact your system administrator.
<b>Possible Cause</b>	There are several possible causes for this error. Recommended actions are listed below.
<b>Recommended Action</b>	<ul style="list-style-type: none"> <li>• Ensure that the device associated with the agent extension is active.</li> <li>• Ensure that all Finesse Services are started. To do this, sign in to the Serviceability Console.</li> <li>• Ensure that forward and reverse DNS are set up correctly and that a valid host and domain were entered during the installation.</li> <li>• Ensure that you are using Unified Contact Center Enterprise and Unified CM, Release 8.5(1).</li> </ul>
<b>Release</b>	Release 8.5(1)
<b>Associated CDETS #</b>	None