

Desktop Errors: Server Authentication Failure

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