

## Home and ManageCall tabs are missing after agent sign-in

<b>Problem Summary</b>	The agent does not see the Home and ManageCall tabs after signing in to the desktop.
<b>Error Message</b>	An error occurred that prevented the tabs from appearing.
<b>Possible Cause</b>	The default Finesse Layout XML might be corrupt.
<b>Recommended Action</b>	Restore the default Finesse Layout XML. Download the default file from the Finesse page on the Cisco Developer Network ( <a href="http://developer.cisco.com/web/finesse/docs">http://developer.cisco.com/web/finesse/docs</a> ) and upload it via the Administration Console.
<b>Release</b>	Release 8.5(3)
<b>Associated CDETS #</b>	None.