

After failover, sign-in using Nailed Connection mode results in error

Problem Summary	<p>While attempting to sign in as a mobile agent in Nailed Connection mode, the following error appears on the agent desktop:</p> <p>Finesse is out of service. Please try again or contact the administrator.</p> <p>The agent is then redirected to the sign-in page. Even after Finesse comes back online, attempting to sign back in as the same mobile agent in Nailed Connection mode results in an error.</p>
Error Message	The device associated with the extension or dial number specified is invalid.
Possible Cause	<p>A Finesse PG failover occurred during a Nailed Connection Mobile Agent attempt with one of the following conditions:</p> <ol style="list-style-type: none"> 1. The setup nailed connection call is still ringing. 2. The setup nailed connection call has timed out and stopped ringing.
Recommended Action	Wait until the setup nailed connection call stops ringing on the physical phone and attempt to sign in again. Even after the call stops ringing, it may take several attempts and a couple of minutes before a successful sign-in.
Release	Release 9.0(1), Release 9.1(1), Release 10.0(1), Release 10.5(1)
Associated CDETS #	None