

Network: Finesse system experiences intermittent network issues

Problem Summary	<p>Finesse systems running ESXi host 4.1 or 5.0 may experience intermittent network issues. Examples of these issues include:</p> <ul style="list-style-type: none"> • The Finesse client browser loses connectivity with the Finesse server and fails over to the alternate Finesse server (Side A to Side B). • The Finesse server cannot connect to the CTI server or loses the connection intermittently. • When attempting to sign in, the Finesse desktop may show "Loading..." on the screen for a long time and in some cases, may get stuck and not proceed to the actual desktop.
Error Message	N/A
Possible Cause	Large Receive Offload (LRO) is not disabled on the host.
Recommended Action	Check the ESXi "Net" settings and disable LRO on the host. For more information, see Disable LRO .
Release	Release 8.5(3), Release 9.0(1), Release 9.1(1)
Associated CDETS #	None