

Network: Finesse system experiences intermittent network issues

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| <p>Problem Summary</p> | <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. |
| <p>Error Message</p> | <p>N/A</p> |
| <p>Possible Cause</p> | <p>Large Receive Offload (LRO) is not disabled on the host.</p> |
| <p>Recommended Action</p> | <p>Check the ESXi "Net" settings and disable LRO on the host. For more information, see Disable LRO.</p> |
| <p>Release</p> | <p>Release 8.5(3), Release 9.0(1), Release 9.1(1)</p> |
| <p>Associated CDETS #</p> | <p>None</p> |