

## Network: Finesse system experiences intermittent network issues

<p><b>Problem Summary</b></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"> <li>• The Finesse client browser loses connectivity with the Finesse server and fails over to the alternate Finesse server (Side A to Side B).</li> <li>• The Finesse server cannot connect to the CTI server or loses the connection intermittently.</li> <li>• 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.</li> </ul>
<p><b>Error Message</b></p>	<p>N/A</p>
<p><b>Possible Cause</b></p>	<p>Large Receive Offload (LRO) is not disabled on the host.</p>
<p><b>Recommended Action</b></p>	<p>Check the ESXi "Net" settings and disable LRO on the host. For more information, see <a href="#">Disable LRO</a>.</p>
<p><b>Release</b></p>	<p>Release 8.5(3), Release 9.0(1), Release 9.1(1)</p>
<p><b>Associated CDETS #</b></p>	<p>None</p>