

## No presence notifications being received by the desktop

<b>Problem Summary</b>	When Finesse goes down, no presence notifications are delivered to the desktop.
<b>Error Message</b>	None.
<b>Possible Cause</b>	The Cisco Finesse Notification server is down.
<b>Recommended Action</b>	Run the CLI command "utils service restart Cisco Finesse Notification Service" to restart the Cisco Finesse Notification server.
<b>Release</b>	Release 8.5(3), Release 9.0(1), Release 9.1(1), Release 10.0(1), Release 10.5(1), Release 10.6(1), Release 11.0(1)
<b>Associated CDETS #</b>	None