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The following tips were added by Cisco Documentation:

General tips

- [Administration: Cannot add or edit data in the Administration Console](#)
- [Administration: Cannot sign in to the Finesse Administration Console](#)
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- [Call Control: Cannot use phone to complete conference after initiating consult on desktop](#)
- [Desktop: Agent is not signed in automatically after failover](#)
- [Desktop: Agents experience problems signing in or desktop is slow to respond](#)
- [Desktop: Agent receives Notification Service error while attempting to sign in](#)
- [Desktop: Cannot accept Live Data certificates](#)
- [Desktop: Finesse warns about Compatibility View after an upgrade](#)
- [Desktop: Finesse warns about Compatibility View but no icon appears in the address bar](#)
- [Desktop: Firefox browser window is not brought forward when a new call arrives](#)
- [Desktop: Supervisor cannot barge in on a silent monitor call after a Finesse failover or restart](#)
- [Desktop: Third-party gadgets that use HTTPS do not load after upgrade](#)
- [Logging: Enable debug level logging](#)
- [Network: Change VM adapter type after upgrade](#)
- [Third-party gadgets:Gadgets do not render](#)
- [Workflows: Analyzing client logs](#)
- [Workflows: Browser Pop action fails](#)
- [Workflows: Browser Pop opens a new window each time](#)
- [Workflows: Browser pops overwrite previous browser pops](#)
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- [Workflows: Browser pop URL contains variable name instead of value](#)
- [Workflows: Cannot get user workflows](#)
- [Workflows: No workflow or wrong workflow runs on supervisor desktop during barge in or intercept](#)
- [Workflows: No workflow runs on supervisor desktop during silent monitoring](#)
- [Workflows: User continues without workflow support when request to get workflows fails](#)
- [Workflows: User is connected to secondary server and DB replication is down](#)
- [Workflows: User team changes after the user signs in](#)
- [Workflows: User team has no workflows assigned](#)
- [Workflows: When to perform actions already ran for the call](#)
- [Workflows: Workflow assignment order in team is incorrect](#)
- [Workflows: Workflows do not execute for call](#)
- [Workflows: Workflow execution delayed after failover, refresh, or sign in with existing calls](#)
- [Workflows: Workflow has no workflow actions](#)
- [Workflows: Workflows, workflow actions, or assignments change after user signs in](#)
- [Workflows: Workflow trigger and conditions did not evaluate to true for the call](#)
- [Workflows: Wrong call triggers workflow after failover, refresh, or sign in with existing calls](#)

Tips specific to Unified Contact Center Enterprise deployments

- Administration: CLI command utils dbreplication status all does not include Finesse tables
- Administration: CLI commands utils dbreplication repair and utils dbreplication repair table do not work for Finesse tables
- Desktop: Agent signs in but credentials for a different agent appear on the desktop
- Desktop: Agent whose agent ID matches the username of another agent cannot sign in
- Desktop: Agent whose ID matches username of new agent cannot change state or perform call control
- Desktop: Cannot sign in with agent ID longer than 11 characters
- Desktop: Finesse clients cannot connect to the Finesse server
- Workflows: Wrong workflow runs after failover with existing calls

Tips specific to Unified Contact Center Express deployments

- Administration: Team Resources tab on SideB shows Finesse is out of service
- API: DNIS field in dialog object has value of conference
- Call Control: Held call becomes active when the other participant signs in
- CLI: CLI command utils dbreplication status all does not include Finesse tables
- CLI: CLI commands utils dbreplication repair and utils dbreplication repair table do not work for Finesse tables
- Desktop: Agents and supervisors with IDs that match reserved words cannot sign in
- Desktop: Agent with special characters in ID cannot sign in
- Desktop: Newly created agent cannot sign in
- Desktop: Silent monitoring call is not displayed after failover
- Desktop: Supervisor cannot view agent with special characters in ID