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Additional Troubleshooting Information: Additional troubleshooting information for Cisco Finesse 8.5

Add tip: Create Contact Center Troubleshooting Tips

Print PDF: Print Cisco Finesse 8.5 Troubleshooting Tips

The following tips were added by Cisco Documentation:

Contents

Cisco Finesse APIs

- Error Returned for Request to Clear Connection
- Set Call Data API Request does not invoke CALL DATA UDPATE

Cisco Finesse Authentication

- Authentication: Cannot clear user credentials from the Tomcat realm
- Authentication: User attempts an HTTP request and receives an HTTP response with status code 401 (Unauthorized)
- Authentication: XMPP Connection (Eventing): The XMPP/BOSH connection cannot be authenticated

Cisco Finesse Administration

- Administration: Administration page does not load after fresh install
- Administration: Finesse Administration fails to save secondary Finesse server
- Administration: Finesse Admin fails to save or reset system settings configuration
- Administration: Log collection fails

Cisco Finesse Call Control

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- Call Control: Incoming call information is lost after signing out and signing back in
- Call Control: Reflecting a call made to an unmonitored line prior to login
- Call Control: Reflecting "Offhook" state of the agent device prior to login
- Call Control: Reflecting state of a call that is ringing at the far end after Unified CCE failover
- Call Control: Reflecting unmonitored calls before login
- Call Control: Re-route On No Answer (RONA) does not work with PG failover
- Error dialog: Unable to retrieve not ready reason codes
- Error dialog: Unable to retrieve list of wrap-up reasons

Cisco Finesse Client Errors

- Client Error: Client requests constantly result in "503 Service Unavailable" Error

Cisco Finesse Desktop

- Desktop: Agent cannot sign in
- Desktop: Agent is automatically signed out after 30 minutes of inactivity
- Desktop: Agent Password Required for Sign In
- Desktop: Agent sign in fails after installation
- Desktop: Agent Signs In with Multiple Browser Sessions
- Desktop: Agent State Changes
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- Desktop: Button Behavior is Incorrect or Generates Errors
- Desktop: Cannot use third-party recorders with Silent Monitoring
- Desktop: Conferencing another party on the desktop shows CTI error
- Desktop: Conference Participants List Does Not Show All Parties
- Desktop: Default Timeout
- Desktop: Desktop Does Not Recognize Calls Active during Sign In or Browser Refresh
- Desktop: Desktop does not show all parties in a conference call
- Desktop: Desktop Tools are Unresponsive or Disabled
- Desktop: Offhook Behavior in Agent Desktop
- Desktop: Refresh is Not Supported on Agent Desktop
- Desktop Error: Finesse is out of service. Please try again or contact the administrator.
- Desktop Errors: Call Control
- Desktop Error: Invalid Session. Your session has expired.
- Desktop Errors: Network Connections
- Desktop Errors: Server Authentication Failure
- Desktop: Sign-in with offline device causes error
- Desktop: SystemInfo GET API returns an empty value for the secondary Finesse host
- Desktop: SystemInfo GET API returns an empty value for the primary and secondary Finesse hosts
- Desktop: User desktop does not appear to be receiving updates or notifications
- Desktop: Unexpected failovers occur
- Desktop: User interface does not appear correctly
- Silent monitoring fails

Cisco Finesse Layout Presentation

- Layout Presentation: Agent does not see the expected layout

- <u>Layout Presentation: Desktop layout does not reflect User's new role</u>
- <u>Layout Presentation: The administrator does not see admin tabs after signing in to the Administration Console</u>
- <u>Layout Presentation: The agent does not see the Home and ManageCall tabs after signing in to the desktop</u>

Cisco Finesse Notifications

- <u>Notifications: No presence notifications being received by the desktop</u>
- <u>User Notifications: A user does not receive User Notifications when there is a change to the user object</u>

Cisco Finesse Replication

- <u>Replication: Check status and fix replication errors</u>

Network

- <u>Network: Finesse system experiences intermittent network issues</u>