

Back: [Troubleshooting Cisco Finesse](#)

Add tip: [Create Contact Center Troubleshooting Tips](#)

Print PDF: [Print Cisco Finesse 9.0 Troubleshooting Tips](#)

The following tips were added by Cisco Documentation:

Contents

- [1 Cisco Finesse Authentication](#)
- [2 Cisco Finesse Administration](#)
- [3 Cisco Finesse Call Control](#)
- [4 Cisco Finesse Client Errors](#)
- [5 Cisco Finesse Desktop Presentation](#)
- [7 Cisco Finesse Notifications](#)
- [8 Cisco Finesse Replication](#)
- [9 Mobile Agent](#)
- [10 Network](#)

Cisco Finesse Authentication

- [Authentication: User attempts an HTTP request and receives an HTTP response with status code 401 \(Unauthorized\)](#)

Cisco Finesse Administration

- [Administration: Administration page does not load after a fresh installation](#)
- [Administration: Finesse Administration fails to save secondary Finesse server](#)
- [Administration: Log collection fails](#)

Cisco Finesse Call Control

- [Call Control: Call is dropped during CG failover](#)
- [Call Control: Extra participant on Agent Desktop in conference call](#)
- [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: Re-route On No Answer \(RONA\) does not work with PG failover](#)

Cisco Finesse Client Errors

- [Client Error: Client requests constantly result in "503 Service Unavailable" error](#)

- Error Dialog: Unable to retrieve not ready reason codes
- Error Dialog: Unable to retrieve list of wrap-up reasons

Cisco Finesse Desktop

- Desktop: Agent cannot receive a second call while on an active call
- Desktop: Agent cannot sign in
- Desktop: Agent is signed out automatically after 30 minutes of inactivity
- Desktop: Agent is signed out from Finesse but not from CTI
- Desktop: Agent remains signed in to CTI after the Finesse Desktop closes
- Desktop: Agent sign in fails after installation
- Desktop: Agent signs in with multiple browser sessions
- Desktop: Agent state change from NotReady to NotReady with Reasoncode resets time in state field in Team Performance gadget
- Desktop: Agents with blank passwords cannot sign in to Finesse
- Desktop: Cannot see queue statistics for agents in some states
- Desktop: Cannot use third-party recorders with Silent Monitoring
- Desktop: Client cannot resolve FQDN of Finesse server
- Desktop: Client's system clock should be synchronized to the Finesse server system clock
- Desktop: Desktop shows two-party call when agent signs in while on a conference
- Desktop: Cannot determine if DTMF is sent successfully
- Desktop: Gadget preferences do not persist after browser restart
- Desktop: Issues with transfer and conference via route point when CVP is used for queuing
- Desktop: Incomplete participant list after conference or transfer via route point when CVP is used for queuing
- Desktop: Queue statistics were not updated
- Desktop: Refresh is not supported on Agent Desktop
- Desktop: Reporting errors on the Finesse Desktop
- Desktop: Silent monitoring fails
- Desktop: Supervisor cannot receive a call while silent monitoring an agent
- Desktop: Supervisor's list of queues did not get updated
- Desktop: Unexpected failovers occur
- Desktop: User desktop does not appear to be receiving updates or notifications
- Desktop: User interface does not appear correctly
- Desktop Error: Finesse is out of service. Please try again or contact the administrator

Cisco Finesse Layout Presentation

- Layout Presentation: Agent does not see the expected layout
- Layout Presentation: Desktop layout does not reflect user's new role

Cisco Finesse Notifications

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

Cisco Finesse Replication

- Replication: Check status and fix replication errors

Mobile Agent

- Mobile Agent: After failover, sign-in using Nailed Connection mode results in error
- Mobile Agent: Agent in Call by Call mode is logged out after RONA
- Mobile Agent: Agent not shown as a mobile agent
- Mobile Agent: Error when attempting to make a call while signed in to Call by Call mode

Network

- Network: Finesse system experiences intermittent network issues