

# Finesse Upgrade – After Upgrade Support Troubleshooting and Instructions

## Introduction

If agents experience problems with Finesse after the upgrade is complete, please use the following to do initial troubleshooting. If the following common problems do not solve the issue, please join our support WebEx sessions at:

## Important Dates and Troubleshooting Sessions

12/14: [Finesse 12.0 Support Room](#)

12/15 and Later – Please submit a ticket to the DoIT helpdesk per normal processes.

## Common Issues

### The Agent Cannot Reach the Finesse Webpage

Make sure the agent is using the correct address for their Finesse servers, the address to which may have changed during the upgrade process. Verify this by using the following:

1. Look at your existing Finesse address you have bookmarked. In it there will be a number that indicates which set of Finesse servers you're assigned to, for instance for <https://il084sprfinesse1a.illinois.gov>, your number is **1**. For <https://il084sprfinesse3a.illinois.gov>, your number is **3**.
2. The correct address to be used by agents and supervisors to access the Finesse webpage is as follows, but replace “#” with your number:

<https://Finesse#a.illinois.gov> – Primary Finesse server

<https://Finesse#b.illinois.gov> – Secondary Finesse server

For instance, if your number is **1**, the correct addresses to use are <https://Finesse1a.illinois.gov> and <https://Finesse1b.illinois.gov>.

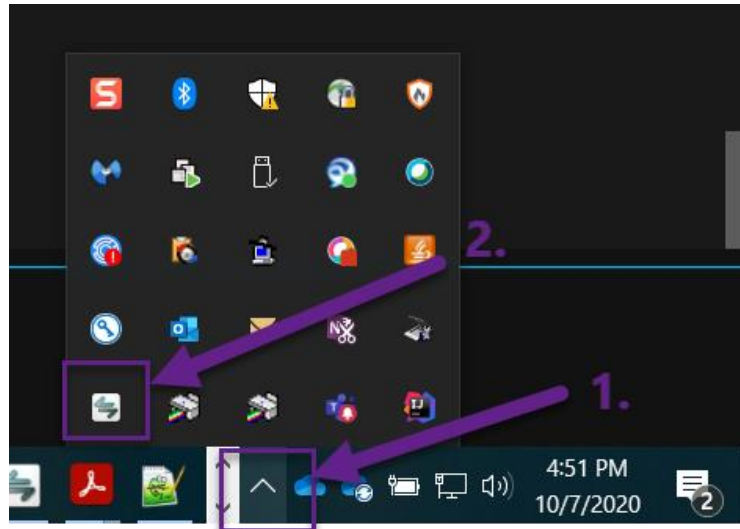
### The Agent is Unable to Log into Finesse

1. Verify the agent is using the correct Finesse address (see [The Agent Cannot Reach the Finesse Webpage](#)). Just because the agent got to A Finesse website does not mean that they got to the CORRECT Finesse website for their call center.
2. Verify the agent is using the correct username, password, and extension. Please note, this process did not change as part of the upgrade. What was used before the upgrade for username, password and extension will continue to work without issue.

3. Verify the agent does not have the “Sign in as a Mobile Agent” checkbox checked on the login page



4. Reset the agent’s phone
  - Desk phone –
    - On the back of the phone, unplug the network cable leading from the wall to the phone
    - Leave the phone unplugged for 1 minute
    - Plug the phone back in
    - Attempt to sign back into Finesse
  - Jabber –
    - Sign out of Jabber
    - Sign back into Jabber
    - Attempt to sign back into Finesse
  - IP Communicator Softphone
    - In the Windows system tray, find the IP communicator icon



- Right click the IP communicator icon and select “Exit”
- Once the IP communicator exits and the icon disappears from the system tray, restart Cisco IP communicator
- Once the phone finishes registering, attempt to sign back into Finesse.

The Agent Can Log into Finesse but it is not Displaying Properly or Gadgets are not Operating Properly

- **Internet Explorer**
  - Make sure the website is not in compatibility view by following the instructions in the accompanying “CompatibilityView-IE” document.
  - Please have the agent clear their browser cache using the accompanying “ClearBrowserCache-IE” document.
- **Firefox, Chrome, Edge**
  - Please have the agent clear their browser cache using the accompanying “ClearBrowserCache-<Browser>” document.

The Agent Can Log Into Finesse but are not Receiving Calls from Queues

This upgrade did not affect this functionality. The most likely scenario is that the agent cleared their browser settings and wiped out their autofill settings and has typed their agent extension incorrectly on the login page when they signed in. Have the agent log out and verify they’ve typed the correct 155512XXXX extension into the extension field of the login screen.