

# Troubleshoot Finesse Page Arrival to Foreground on Internet Explorer

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## Introduction

There is a registry on the Windows Operating System called **ForegroundLockTimeout** which specifies the number of times the application icon flashes on the taskbar to notify the user that the system notices activity on a background window. If the time elapsed since the last user input exceeds the value of the **ForegroundLockTimeout** entry, the window is automatically brought to the foreground. This impacts Finesse behavior on Internet Explorer (IE).

Contributed by Jared Compiano and Edited by Arundeeep Nagaraj, Cisco TAC Engineers.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of UCCX Versions 10.0 and later with Finesse Desktop.

### Components Used

The information in this document is based on UCCX Versions 10.0 and later with Finesse Desktop.

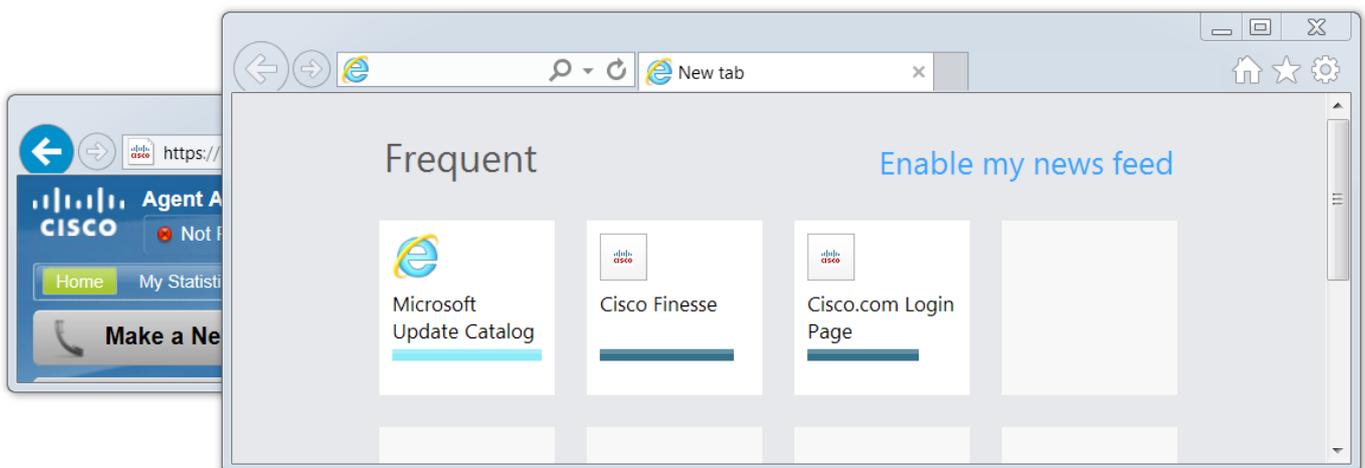
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

## Problem

On Internet Explorer (IE), the window that contains Finesse page comes to the foreground of other IE windows when there is activity such as an off-hook event or a call to the agent. The window does not come to the foreground of non-IE applications. The default windows behavior is to make the IE icon on the taskbar flash when there is activity in the window from Finesse for 200 seconds (200000 milliseconds) before the application pops to the foreground.

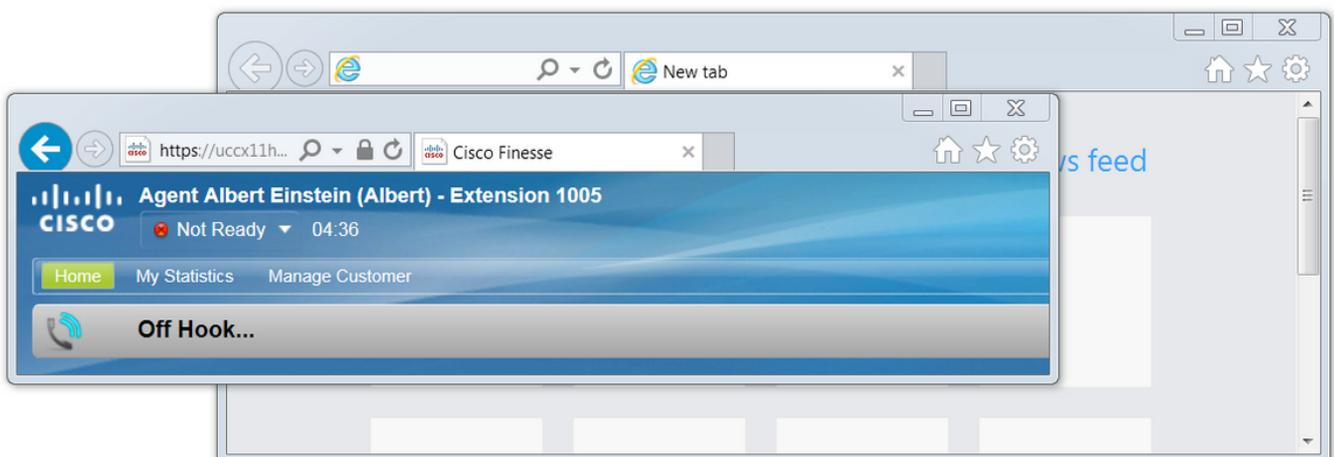
## Before Finesse Activity

Before Finesse activity, we have a non-Finesse IE window on the foreground.



## After Finesse Activity

After Finesse activity such as an off-hook event, the Finesse window is brought to the foreground.



## Solution

You can edit the registry values to solve the issue:

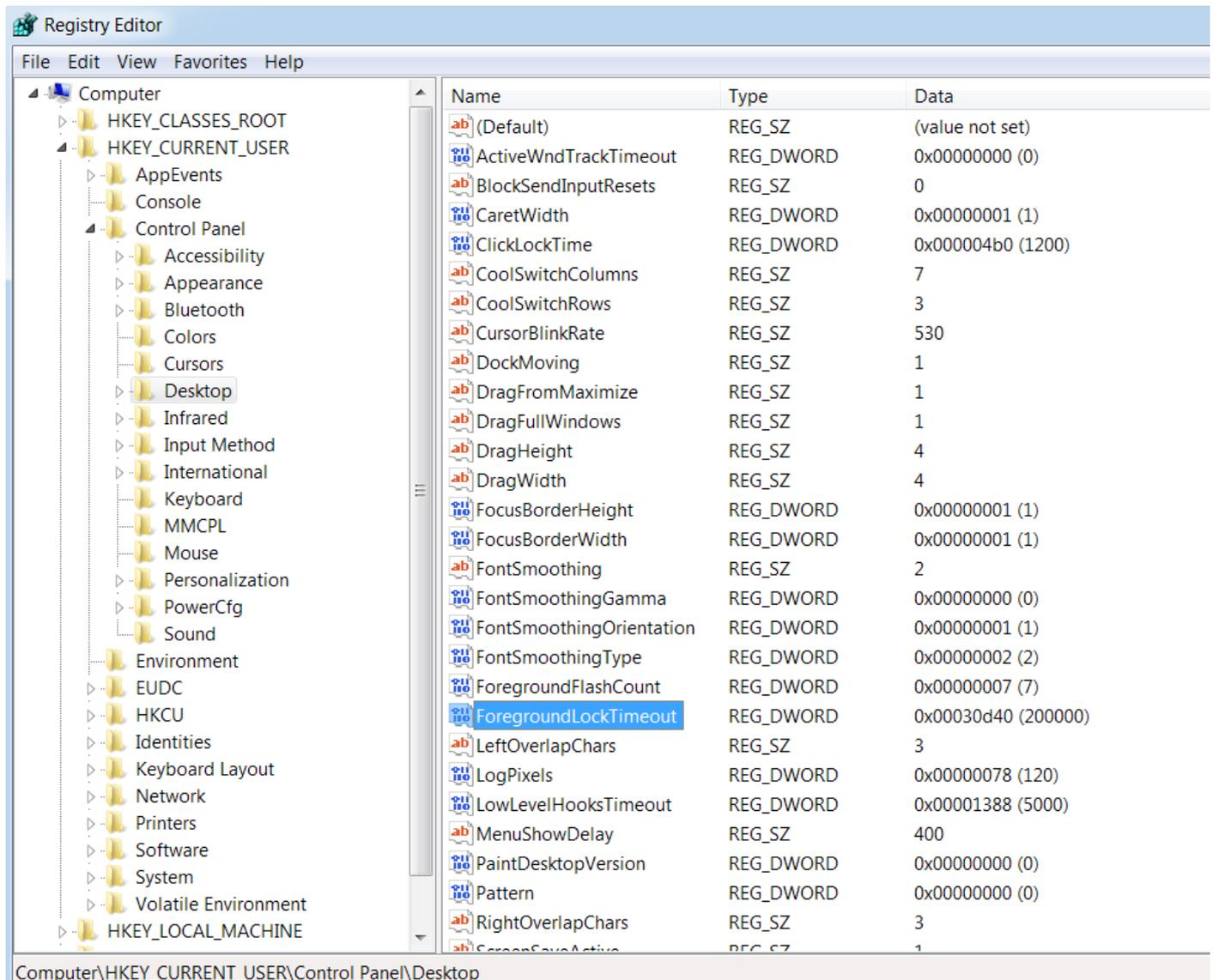
### Step 1. Open Registry Editor.

- On Windows, click **Start**.
- Search for **Run** and press enter.
- In the **Run** window type the following:

regedit

## Step 2. Locate the ForegroundLockTimeout Registry.

On the Registry Editor, navigate to **Computer > HKEY\_CURRENT\_USER > Control Panel > Desktop**. Click on **Desktop** and locate the **ForegroundLockTimeout** registry.



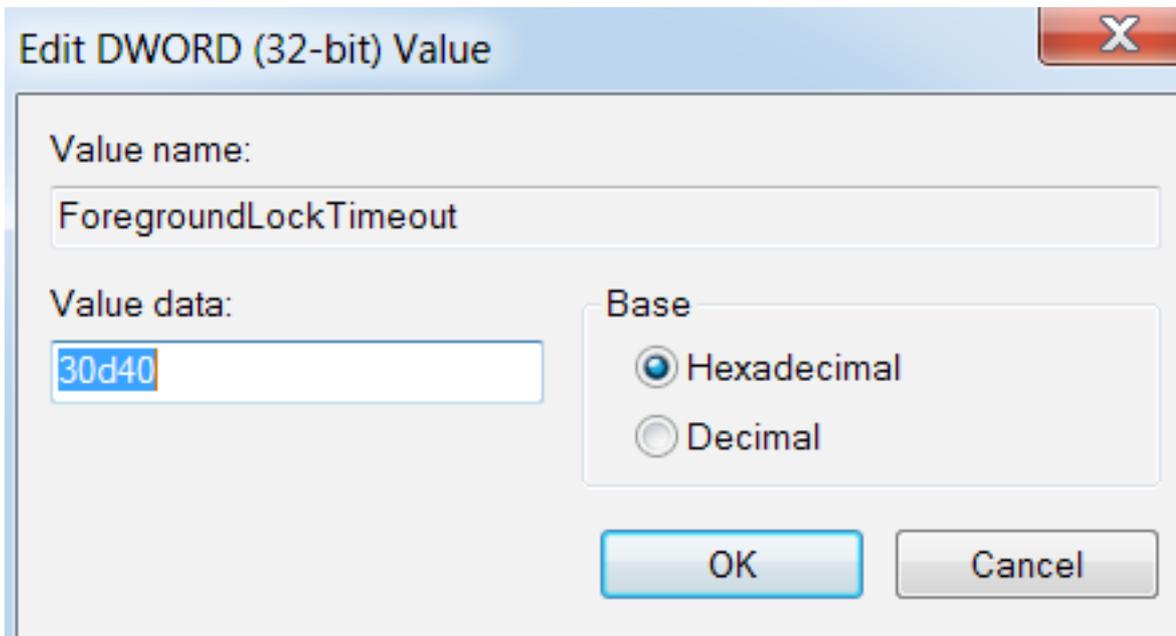
## Step 3. Correct the ForegroundLockTimeout Registry Value.

The **ForegroundLockTimeout** registry type **REG\_DWORD** is a 32-bit number and by default is represented in a hexadecimal base. For registry value types, refer to this Microsoft Knowledge Base article: [Registry Value Types](#)

**Note:** The **0x** prefix denotes the number is hexadecimal. The zeros in the hexadecimal number represent the number **0**, not the letter **o**.

- Right click on **ForegroundLockTimeout** and click **Modify...**
- Set **Value data** to **30d40** and click **OK**.

If the value is set to **0**, the IE icon does not flash, instead an activity on Finesse immediately pops the IE window to the foreground.



#### **Step 4. Restart the Windows PC.**

You must restart the Windows PC for the changes to take effect.

#### **Step 5. Confirm The Finesse Behavior.**

- Open two IE windows, one with Finesse and the other window can have anything else open
- Log into Finesse and stay **Not Ready**
- Move the non-Finesse page window to the foreground (in front of the Finesse window)
- Go off-hook to generate activity on Finesse
- The Finesse page window does not pop up in front, instead the IE icon flashes

**Note:** The Registry Editor settings do not impact Firefox or Chrome.

## **Related Information**

[Microsoft TechNet: ForegroundLockTimeout](#)

[UCCX End-User Guides](#): Reference the **Finesse Desktop Behavior** section of **Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express**.

[UCCE Cisco Finesse End-User Guides](#): Reference the **Finesse Desktop Behavior** section of **Cisco Finesse Desktop User Guide for Unified Contact Center Enterprise**.