Troubleshooting

This chapter provides troubleshooting information for the Cisco Finesse desktop.

- Send Error Report, on page 1

Send Error Report

If you experience problems with the Finesse desktop, you can send a set of desktop logs to your administrator.

Procedure

To send desktop logs to the administrator, click **Send Error Report**.

The Send Error Report link always appears below the last gadget on your desktop.

The Send Error Report link disappears and the following message appears:

Logs successfully sent.

The Send Error Report link reappears after the Finesse desktop submits the logs.

Note   If your browser freezes or crashes before you can click the Send Error Report link and you need to restart your browser, do not click the Send Error Report link right away. After a browser restart, the logs are no longer available. You must wait until the desktop starts to exhibit the problem again and then click the link.