# Manage Third-Party Gadgets

## 3rdpartygadget Account

The 3rdpartygadget account is used to upload third-party gadgets to the Finesse server. Before you can use this account, you must set the password.

**Note** If you plan to upload third-party gadgets to the Finesse server, you must have a developer support services contract or work with a Cisco partner who has a developer support services contract. For more information about uploading third-party gadgets, see the *Cisco Finesse Web Services Developer Guide*.

To set (or reset) the 3rdpartygadget account password, access the CLI and run the following command:

**utils reset_3rdpartygadget_password**

You are prompted to enter a password. After you enter a password, you are prompted to confirm the password.

The password for the 3rdpartygadget account must be between 5 and 32 characters long and cannot contain spaces or double quotes (").

**Note** If the third-party gadget hosted in Cisco Finesse is sending a REST request to the web server via Shindig, using the SHA256 certificate, the maximum key length cannot exceed 2048.

**Note** Third-party gadgets are migrated across upgrades and included in DRS backup and restore.

# Upload Third-Party Gadgets

After you set the password for the 3rdpartygadget account, you can use SFTP to upload third-party gadgets to the Finesse server, as illustrated in the following example.

**Note** Finesse allows you to upload third-party gadgets to your own web server, however, you must ensure that the Finesse server has access to your web server.

```
my_workstation:gadgets user$ sftp 3rdpartygadget@<finesse>
3rdpartygadget@<finesse>'s password:
Connected to <finesse>.
sftp> cd /files
sftp> put HelloWorld.xml
Uploading HelloWorld.xml to /files/HelloWorld.xml
HelloWorld.xml
sftp> exit
```

After you upload a gadget, it is available under the following URL:

**http://<finesse>/3rdpartygadget/files/**

**Note** For Unified CCX deployments you must specify port 8082.

To access the gadget uploaded in the previous example, use the following URL:

**http://<finesse>/3rdpartygadget/files/HelloWorld.xml**

When you add a gadget to the desktop layout, that gadget can be referenced using a relative path. For more information on adding third party gadgets to the Finesse desktop layout, see the section *Manage Desktop Layout* in the *Cisco Finesse Administration Guide*.

To include the gadget that was uploaded in the previous example in the desktop layout, add the following XML (highlighted) to the layout:

```
<finesseLayout xmlns="http://www.cisco.com/vtg/finesse">
    <layout>
      <role>Agent</role>
      <page>
        <gadget>/desktop/gadgets/CallControl.jsp</gadget>
        <gadget>/3rdpartygadget/files/HelloWorld.xml</gadget>
      </page>
      ...
    </layout>
    <layout>
      <role>Supervisor</role>
      <page>
        <gadget>/desktop/gadgets/CallControl.jsp</gadget>
        <gadget>/3rdpartygadget/files/HelloWorld.xml</gadget>
      </page>
      ...
    </layout>
  </finesseLayout>
```

**Note**   You cannot delete, rename or change permissions of a folder while using SFTP in 3rd party gadget accounts for Unified CCX deployments. In order to perform these actions, SELinux has to be in permissive mode. This can be accomplished by executing the CLI command:

**utils os secure permissive**

**Note**   Because of browser caching and caching in the Finesse web server, you may need to clear the browser cache or restart the Cisco Finesse Tomcat service before gadget changes take effect. If you make a change to a gadget and the change is not reflected on the Finesse desktop, clear your browser cache.

If you do not see the changes after you clear the browser cache, use the following CLI command to restart the Cisco Finesse Tomcat service:

**admin:utils service restart Cisco Finesse Tomcat**

# Third-Party Gadget Limitations

Third-party gadgets must be .xml files. You cannot use .jsp files.