

Troubleshoot WxM Gadgets Failure to Load in Finesse Agent Desktop

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Introduction

This document describes one of the reasons why Customer Experience Journey (CEJ) & Customer Experience Agent (CEA) gadgets fail to load in Finesse.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Contact Center Enterprise (CCE) Release 12.X
- Webex Experience Management (WxM)

Components Used

The information in this document is based on these software versions:

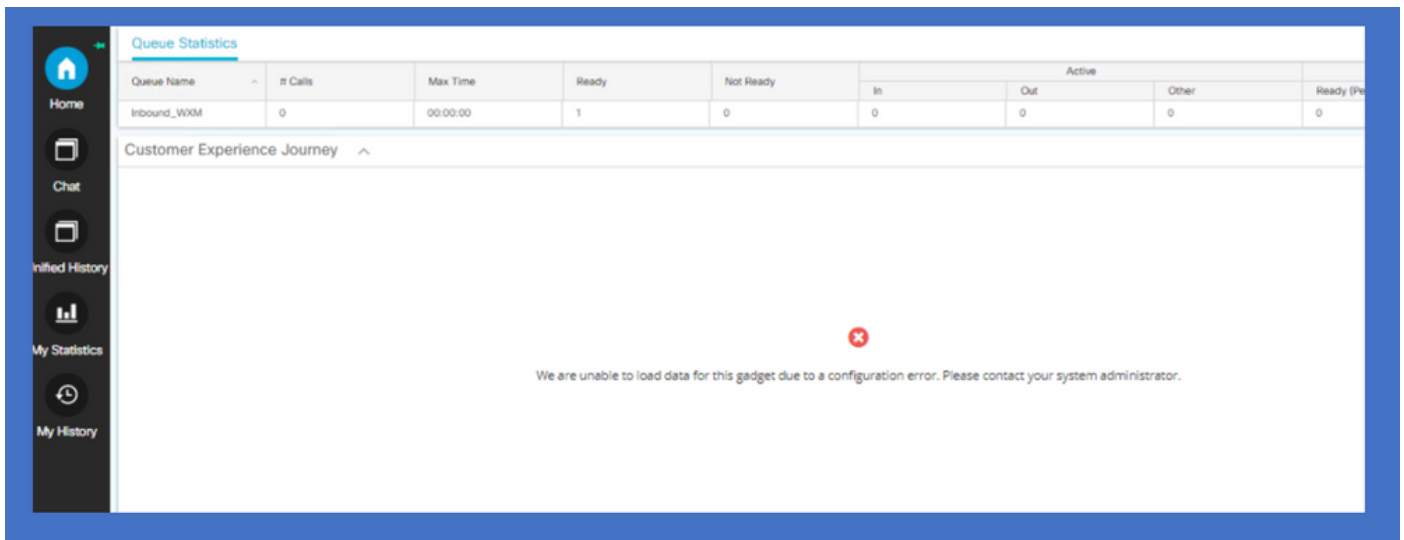
- Cisco Contact Center Enterprise (CCE) Release 12.5(1)
- Webex Experience Management (WxM)

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, ensure that you understand the potential impact of any command.

Problem

During setup of CEJ & CEA gadgets in Finesse the application can fail to load on agent Finesse desktop. Error generated on desktop after gadgets render states:

```
We are unable to load data for this gadget due to configuration error. Please Contact your system administrator.
```



For the issue, finesse traces highlight 5000 millisecond time out between cloud connect server and WxM platform to fetch the token. This causes finesse server to generate an exception of *"Poll timed out (5000): Runtime error"* resulting in gadgets failure to load.

```
0003291856: X.X.X.X: %[call-id []]% %[agent-id [1113051]]% Dec 03 2021 11:11:50.592 -0600:
%CCBU_http-apr-127.0.0.1-8082-exec-43-4-RUNTIME_ERROR:
%[ERROR_DESCRIPTION=CloudConnectTokenManager-cherrypoint Exception occured while getting the
status/refresh token Address:https://<FQDN of CloudConnect
Server>:8445/][exception=java.net.SocketTimeoutException: Poll timed out (5000)]: Runtime error
```

Solution

In circumstances when there is a low bandwidth or network delay in customers on-premise environment, the default time out values that is used by finesse via cloud connect to fetch token from WxM platform could not be sufficient. These CLI commands can be used on finesse servers to update the connection timeout values.

```
utils finesse set_property webservices cloudconnectHttpConnectionTimeout
<time_value_in_milliseconds>
utils finesse set_property webservices cloudconnectHttpReadTimeout
<time_value_in_milliseconds>
```

Restart Cisco Finesse Tomcat Service for the change to take effect

These commands update the HTTP connection and read timeout values to defined milliseconds. More details on the command can be found in the section "Update Cloud Connect Connection Time" of cisco Finesse Administration guide.

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/finesse/finesse_1261/admin/guide/cfin_b_1261-cisco-finesse-administration-guide/cfin_m_1261-cisco-finesse-cli.html#Cisco_Concept.dita_14e80b92-0dbf-4e55-b979-f8ee33dd72d6