

Troubleshoot Finesse Custom or New Gadgets Issue

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Introduction

This document describes the procedure to troubleshoot the issue with a finesse custom/new live data gadget.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Unified Contact Center Express
- Cisco Finesse
- Cisco Unified Intelligence Center

Components Used

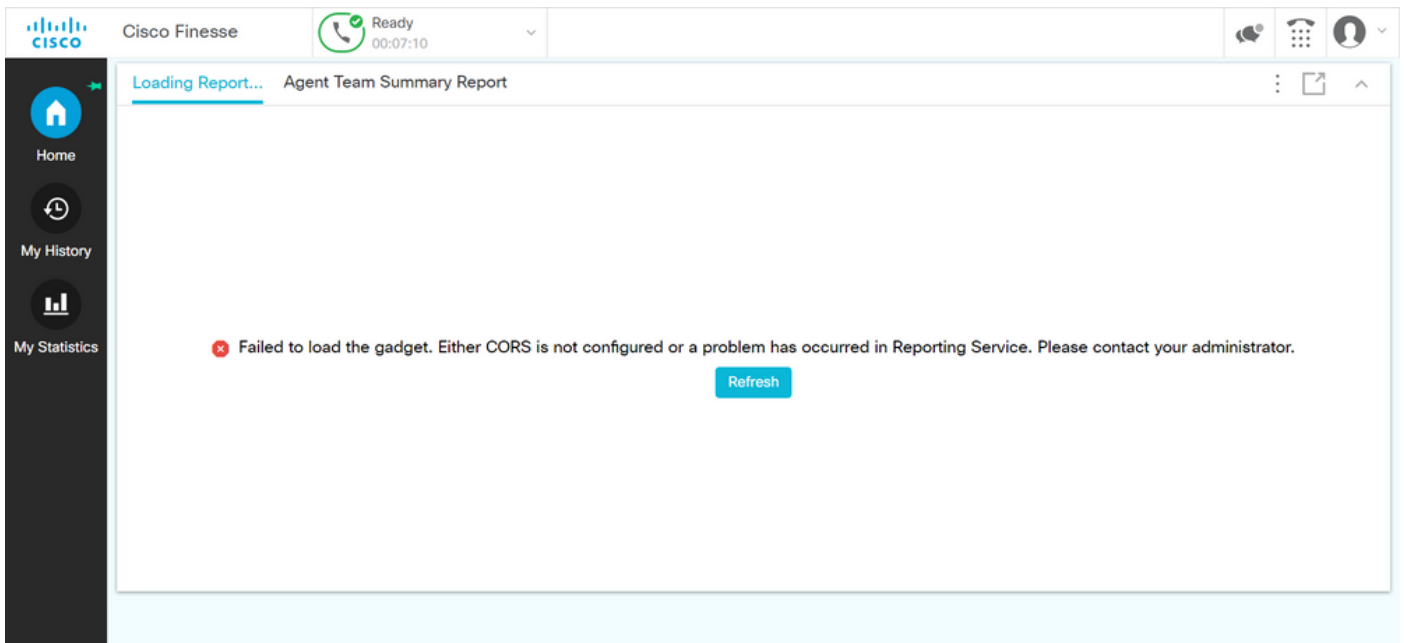
The information in this document is based on these software and hardware versions:

- Unified Contact Center Express 12.5
- Cisco Finesse 12.5

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

Finesse agent live data gadget error **"Failed to load the gadget. Either CORS is not configured or a problem has occurred in Reporting Service."**

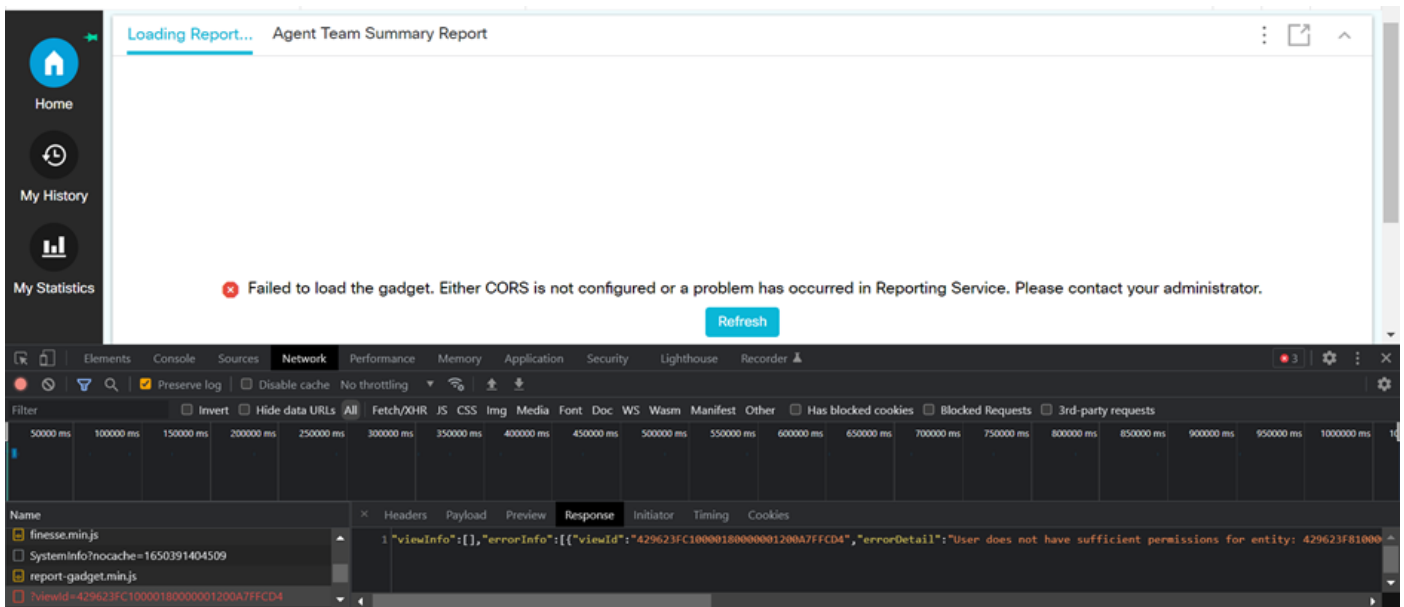


Verify

Enable browser console logs. Open **Browser Console** and navigate to **Developer Tools**. Choose **Network Tab** and hit the **refresh** button that appears on the gadget window to reload the gadget.

Link for reference:

<https://support.happyfox.com/kb/article/882-accessing-the-browser-console-and-network-logs/>



In the filter section, highlight **View ID** and check the response field for failure reason:

"user does not have sufficient permission for entity: 429623FC10000180000001200A7FFCD4".

This confirms the issue is with the report that misses user permissions.

Solution

In order to find the report name which has a user permission issue, note down the View Id in the error response.

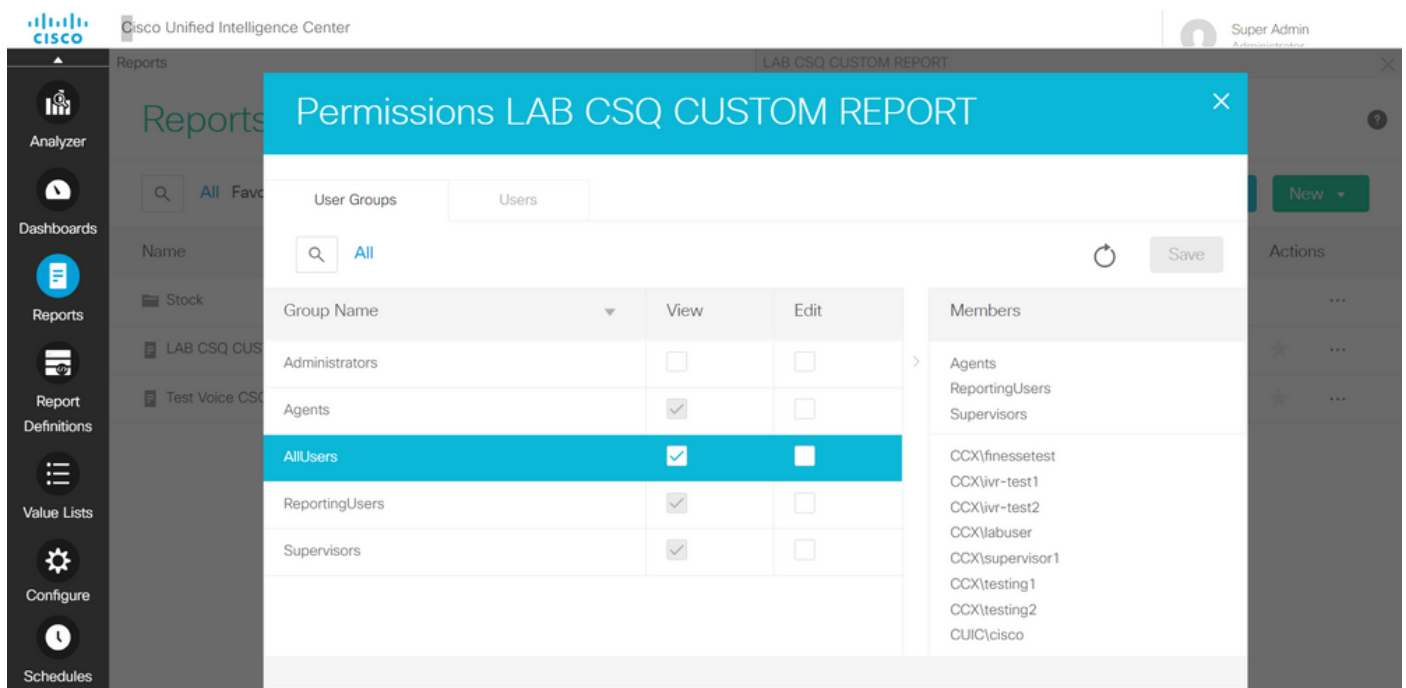
Run the **sql** command on cli of uccx node.

Run **SQL**, choose name from **cuic_data:cuicReport** where id in(select parentrptid from cuic_data:cuicGrid where id = '<viewId copied from error response>').

```
admin:run sql select name from cuic_data:cuicReport where id in (select parentrptid from cuic_data:cuicGrid where id = '429623FC10000180000001200A7FFCD4')
name
LAB CSQ CUSTOM REPORT
```

From the output, the report name is identified.

Log in to the CUIC and verify the user permissions of the report. Grant the read or execute permission to all agents or AllUsers as per the requirement.



Note: It is generally recommended to have these permissions for specific reports. Log in to **CUIC > Configure > Permissions** and choose **Reports** from the dropdown menu.
Agent Reports: Administrator, Agents, ReportingUsers, Supervisors.
Supervisor Reports: Administrator, ReportingUsers, Supervisors.

Log back in onto the finesse page and verify the live data gadget.

With the updated permissions, the custom live data gadget loads successfully.



Cisco Finesse



Ready
00:13:32



Home



My History



My Statistics

LAB CSQ CUSTOM REPORT

Agent Team Summary Report



Agent ID	CSQ Name	Calls Waiting	Longest Call in Queue
labuser	csq1	0	00:00:00
labuser	csq2	0	00:00:00