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).

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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 and 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.

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Home My Statistics Manage Customer		
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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.

Registry Editor					
File Edit View Favorites Help					
🔺 🥾 Computer		Name	Туре	Data	
HKEY_CLASSES_ROOT		(Default)	REG_SZ	(value not set)	
HKEY_CURRENT_USER		ActiveWndTrackTimeout	REG_DWORD	0x0000000 (0)	
▷ ↓ AppEvents		BlockSendInputResets	REG_SZ	0	
Console		👑 CaretWidth	REG_DWORD	0x0000001 (1)	
		3 ClickLockTime	REG_DWORD	0x000004b0 (1200)	
		CoolSwitchColumns	REG_SZ	7	
		CoolSwitchRows	REG_SZ	3	
Colors		CursorBlinkRate	REG_SZ	530	
- Cursors		DockMoving	REG_SZ	1	
⊳ 🕕 Desktop		DragFromMaximize	REG_SZ	1	
Infrared		DragFullWindows	REG_SZ	1	
👂 🔔 Input Method		DragHeight	REG_SZ	4	
International	=	DragWidth	REG_SZ	4	
Keyboard	-	👪 Focus Border Height	REG_DWORD	0x0000001 (1)	
MMCPL		👪 Focus Border Width	REG_DWORD	0x0000001 (1)	
Personalization		PontSmoothing	REG_SZ	2	
		BontSmoothingGamma	REG_DWORD	0x0000000 (0)	
Sound		BontSmoothingOrientation	REG_DWORD	0x0000001 (1)	
- L Environment		BontSmoothingType	REG_DWORD	0x0000002 (2)	
⊳ - 🛴 EUDC		Boreground Flash Count	REG_DWORD	0x0000007 (7)	
⊳ 🐌 HKCU		職 ForegroundLockTimeout	REG_DWORD	0x00030d40 (200000)	
Identities		LeftOverlapChars	REG_SZ	3	
👂 🦺 Keyboard Layout		100 LogPixels	REG_DWORD	0x0000078 (120)	
Network		Beneficial LowLevelHooksTimeout	REG_DWORD	0x00001388 (5000)	
Printers		MenuShowDelay	REG_SZ	400	
P ··· ▶ SOTTWARE		10 PaintDesktopVersion	REG_DWORD	0x0000000 (0)	
Volatile Environment		👪 Pattern	REG_DWORD	0x0000000 (0)	
		and RightOverlapChars	REG_SZ	3	
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Computer\HKEY_CURRENT_USER\Control Panel\Desktop

Step 3. Correct the ForegroundLockTimeout Registry Value.

The **ForegroundLockTimeout** registry type **REG_DWORD** is a 32-bit number and by defalut is represented in a hexidecimal base. For registry value types, refer to this Microsoft Knowledge Base article: <u>Registry Value Types</u>

Note: The **0x** prefix denotes the number is hexidecimal. The zeros in the hexidecimal 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.

Edit DWORD (32-bit) Value	X
Value name:	
ForegroundLockTimeout	
Value data:	Base
30d40	Hexadecimal
	Decimal
	OK Cancel

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

<u>UCCX End-User Guides</u>: Reference the **Finesse Desktop Behavior** section of **Cisco Finesse Agent and Supervisor Desktop User Guide for Cisco Unified Contact Center Express**.

<u>UCCE Cisco Finesse End-User Guides</u>: Reference the **Finesse Desktop Behavior** section of **Cisco Finesse Desktop User Guide for Unified Contact Center Enterprise**.