

# Troubleshoot Context Service Gadget not showing a Register button

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## Introduction

This document describes how to troubleshoot a Unified Contact Center Express (UCCX) integrated with Context Service (CS) where the CS does not show a register button available for context service

## Prerequisites

## Requirements

Cisco recommends that you have knowledge of these topics:

- UCCX
- Cisco CS

## Components Used

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

- UCCX 11.5
- Cisco CS

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

When you Log in to the Context Service Management page in Finesse Administration, there can be an error message

Unable to determine the registration status of the system. Please refresh the page to try again.

Step 1. Refresh the page

Step 2. Sign out from Finesse admin page and log back in

Step 3. If the above steps do not resolve the issue, pull fusion-mgmt-connector log from Cisco Unified Real-Time Monitoring Tool (RTMT)

Log may show the following confirming this issue

```
com.cisco.user.CapabilityNotFoundException: Capability does not exist for user: USER, capability
class: class com.cisco.user.AdministratorCapability
    at com.cisco.user.impl.CCMUserStubImpl.getCapability(CCMUserStubImpl.java:877)
    at com.cisco.user.User.getCapability(User.java:579)
    at com.cisco.uccx.UccxRealm.hasCapability(UccxRealm.java:137)
    at com.cisco.uccx.UccxRealm.checkAppAdminCapability(UccxRealm.java:260)
```

## Solution

You must log in Finesse admin page with the Appadmin user. Register button is not enabled for any user other than the Appadmin user.