

GoTo Connect - Troubleshooting

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Firewall

Confirm that the customer's firewall is setup to give firewall access where necessary. Refer to the GoTo Connect Installation page.

Can't See Extensions In Dialer Config

We were unable to successfully get a Jive OAuth token. See Get Jive Credentials in Jive Credential Management below.

GoTo Connect Error Messages

The GoTo Connect user {email-address} must have the {permission needed} permission.

The GoTo Connect user doesn't have the permission listed in the error message that they need to auto-dial. This needs to be fixed in the GoTo Connect admin portal. After it is fixed in the admin portal, see Get Jive Credentials in Jive Credential Management below.

Unable to get Jive lines.

We were unable to get the lines associated with the user. See Get Jive Credentials in Jive Credential Management below.

Unable to get Jive OAuth token.

Unable to get Jive refresh token. Initial OAuth response not found.

Unable to get Jive refresh token. Refresh token not found.

Unable to get Jive refresh token.

Unable to get Jive OAuth token - no response.

Unable to get Jive OAuth token.

Unable to subscribe to selected Jive line.

Unable to create web socket to Jive.

Unable to create GoTo Connect session.

See Get Jive Credentials in Jive Credential Management below.

Autodialing Not Working As Expected

Make sure you have selected the right extension in the autodialer configuration in Manitou.

Make sure you are logged into your (soft) phone with the same extension that you selected in Manitou. Remember, when Manitou dials, GoTo Connect calls the operator and when the operator answers then GoTo Connect places the call to the number Manitou dialed.

Getting a call state of Error while autodialing or the state of the call not updating. See Get Jive Credentials in Jive Credential Management below.

GoTo Connect Credential Management

If you have the GoTo Connect integration, there are two new options the Tools menu, Get Jive Credentials and Clear Jive Credentials.

Get Jive Credentials will redirect you to Jive Authorization URL as noted in step 4 in the Authorization section above. NOTE: after GoTo Connect redirects back to Manitou, you will be navigated back to the dashboard or whatever your regular landing page is. Anything you had opened previously will not be re-opened and you will lose any changes you had made but not saved before redirecting to GoTo Connect.

Clear Jive Credentials will clear your Jive credentials out of MWC and the user's settings. Your GoTo Connect autodialing will not work (you will have to manually dial your phone) until you log in to MWC again and get new credentials or you use the Get Jive Credentials menu option. NOTE: even if your GoTo Connect credentials don't work, MWC will still log calls to history properly.