

## When sending a chat message to an agent an error message displays

<b>Problem Summary</b>	When sending a chat message to an agent, an error message displays
<b>Error Message</b>	None.
<b>Possible Cause</b>	<p>If you send a chat message to an agent that is not logged in, either of the following might occur:</p> <ul style="list-style-type: none"> <li>• If the server is currently aware of the agent and the agent is in logout state, it will return a message indicating that the agent is not logged in.</li> <li>• If the server has no current knowledge of the agent, it may return a message indicating that it cannot locate the chat target/recipient.</li> </ul>
<b>Recommended Action</b>	There is no way to tell beforehand if an agent is logged into CTI OS server.
<b>Release</b>	Release 7.5(x)
<b>Associated CDETS #</b>	None.