# Chat Agent Not Able to Receive Injected Contact

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| **Problem Summary** | Agent logs in to Chat Agent URL https://<uccx_server_fqdn/agentdesktop.After accepting the certificates and providing login username and password, the agent moves to Ready state waiting for contact. The injected contact is not received by the Chat Agent. |
| **Error Message** | NA |
| **Possible Cause** | Connectivity issue between SocialMiner and Unified CCX or a configuration issue. |
| **Recommended Action** | - Go to SocialMiner Home page, select the campaign ?CCX_CHAT_Campaign? and see if the injected contact is listed there.<br>- If not, contact network admin and SocialMiner support team.<br>- Go to MADM logs and look for ?Notify for new contact?.<br>- If it is not there, look for ?BAD Request?.<br>- If found contact Social Miner support team<br>- To check for a connectivity issue between SocialMiner and Unified CCX box, try pinging Unified CCX box from SocialMiner box using UnifiedCCX fully qualified domain name.<br>- If there is an issue, contact your network administrator.<br><br>UnifiedCCX never received a notification that a new chat had come on.<br>To troubleshoot that, use the SocialMiner serviceability API with the category for notifications.<br>http://<socialminer_hostname>/ccp-webapp/ccp/serviceability?category=systemConditions.<br>This returns XML defining the state of each SocialMiner notifier (HTTP, IM, email). Only HTTP is relevant for the Unified CCX integration.<br><br>The XML looks like the following:<br><br>`<Notifier>`<br>`<connectionStatus>CONNECTED</connectionStatus>`<br>`<lastFailureCause>none</lastFailureCause>`<br>`<notificationsDropped>0</notificationsDropped>`<br>`<notificationsFailed>0</notificationsFailed>`<br>`<notificationsSent>0</notificationsSent>`<br>`<outQueueDepth>0</outQueueDepth>`<br>`<outQueueWait>0</outQueueWait>`<br>`<type>http</type>`<br>`</Notifier>`<br><br>In this message, look for are notificationsFailed and lastFailureCause. If there are failed notifications, it means SocialMiner tried to send a notification to Unified CCX but it was rejected. The reason appears in lastFailureCause. Also, notificationsSent should reflect how many chats were submitted to the system. |
| **Release** | Release 9.0(1) |
| **Associated CDETS #** | None |