

## Chat Subsystem is in Not Configured State

<b>Problem Summary</b>	Log in to Unified CCX serviceability page and check the status of Chat subsystem under Unified CCX Engine. Chat subsystem is in Not Configured state.
<b>Error Message</b>	Chat subsystem in Not Configured state.
<b>Possible Cause</b>	SocialMiner server details are not configured in the Unified CCX AppAdmin.
<b>Recommended Action</b>	<ul style="list-style-type: none"> <li>- Log in to Unified CCX AppAdmin. Go to Subsystems &gt; Chat &gt; SocialMiner Configuration page, and enter the hostname/IP address and login credentials of the SocialMiner server. Save the configuration.</li> <li>- Watch the status section for success message.</li> <li>- In case of an error related to invalid IP address or login credentials, try saving the page with valid SocialMiner server details.</li> <li>- In case of any other failure message, check the SocialMiner status section for the status of Feed, Campaign and Notification creation.</li> </ul> <p>If any of the above configurations show mismatch, try deleting the feed, campaign, notification manually from the SocialMiner Administration page.</p>
<b>Release</b>	Release 9.0(1)
<b>Associated CDETS #</b>	None