

Customer Website Not Able to Inject Contact

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| Problem Summary | While trying to inject a contact, a customer website or intervening proxy displays error. |
| Error Message | |
| Possible Cause | Proxy or firewall issue. |
| Recommended Action | <p>- It is possible that the injected contact does not reach the SocialMiner server.</p> <p>- Verify customer's proxy and firewall.</p> <p>- Verify SocialMiner system condition by using the following API: <a href="http://<socialminer_hostname>/ccp-webapp/ccp/serviceability?category=systemConditions">http://<socialminer_hostname>/ccp-webapp/ccp/serviceability?category=systemConditions <a href="http://<socialminer_hostname>/ccp-webapp/ccp/serviceability?category=systemConditions">http://<socialminer_hostname>/ccp-webapp/ccp/serviceability?category=systemConditions].</p> <p>- To verify that the request is getting to SocialMiner, check the logs. You can access the logs the following ways:</p> <p>- Use the administration gadget, by clicking log directory user System Logs [1]</p> <p>- Use the wget command. For example (to download all logs), wget --mirror <a href="http://<administrator_login>:<administrator_password>@IP>/ccp-webapp/logs/">http://<administrator_login>:<administrator_password>@IP>/ccp-webapp/logs/.</p> <p>- Use RTMT in mmca directory.</p> <p>In the logs look to verify incoming requests are in the ccpapi directory. The latest file that starts with CCBU will have an entry for every request that comes into the system that</p> <pre>0000000314: 10.86.141.210: Mar 13 2012 17:08:37.787 -0400: %CCBU_INFRASTRUCTURE-6-RE %[method_name=POST] [parameter_name={ tags=[], author=[Name], title=[Title], extensionField_email=[], de feedID=[103794], extensionField_chatLogo=[./img/ciscoLogoColor.png], extensionField_chatWaitingText=[Welcome, please wait while we connect you with an av care representative.], extensionField_comments=[], extensionField_phone=[], }][resource_name=/chat/form/103 Request start</pre> <p>If you find an entry like that matching the customer-submitted data at the time they submitted the form, t reached SocialMiner and the customer website and proxy are all working correctly. Contact SocialMiner</p> |
| Release | Release 9.0(1) |
| Associated CDETS # | None |