

Fails to End Chat in the Chat Window

Problem Summary	Having accepted certificates, successfully logged in to the Agent Desktop [https://<uccx_server_fqdn/agentdesktop]and chatted with a user, the Chat window fails to close using the End button.
Error Message	
Possible Cause	Connectivity issue between SocialMiner and Agent desktop.
Recommended Action	Verify SocialMiner is reachable from the agent machine by its fully qualified domain name. If not reachable, contact your network administrator.
Release	Release 9.0(1)
Associated CETS #	None