Fails_to_End_Chat_in_the_Chat_Window

Fails to End Chat in the Chat Window

Problem Summary	Having accepted certificates, successfully logged in to the Agent Desktop [https:// <uccx_server_fqdn]and="" a="" agentdesktop="" button.<="" chat="" chatted="" close="" end="" fails="" th="" the="" to="" user,="" using="" window="" with=""></uccx_server_fqdn>
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 CDETS #	None