

**Fails to End Chat in the Chat Window**

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| <b>Problem Summary</b>    | 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. |
| <b>Error Message</b>      |  |
| <b>Possible Cause</b>     | Connectivity issue between SocialMiner and Agent desktop.  |
| <b>Recommended Action</b> | Verify SocialMiner is reachable from the agent machine by its fully qualified domain name.<br>If not reachable, contact your network administrator.  |
| <b>Release</b>            | Release 9.0(1)   |
| <b>Associated CETS #</b>  | None   |