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Scenario Setup

Web Server

1. Disable Anonymous User in IIS for folder where smiley faces are located

File Server

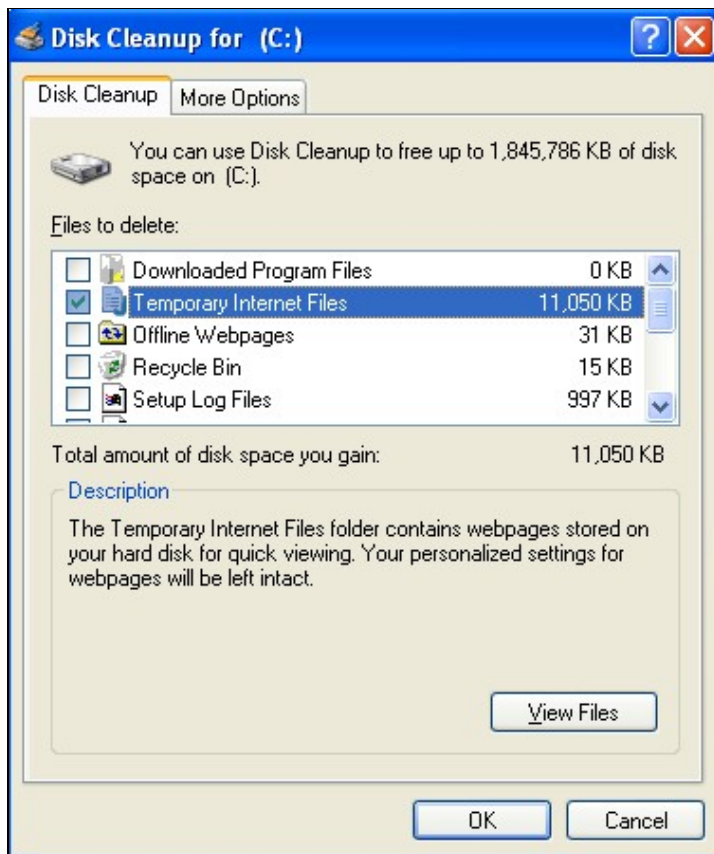
1. Remove permissions from Cisco Share for agent PC (not necessary if students use their own laptops that are not part of EIM.LAB domain)

Agent PC

1. Log in as an integrated agent and go ready for Chat

Customer PC

1. Open Start > Programs > Accessories > System Tools > Disk Cleanup.
2. Select "Temporary Internet Files" and click OK.



3. Install HttpWatch from the Tools Server
4. Initiate a chat from customer entry point

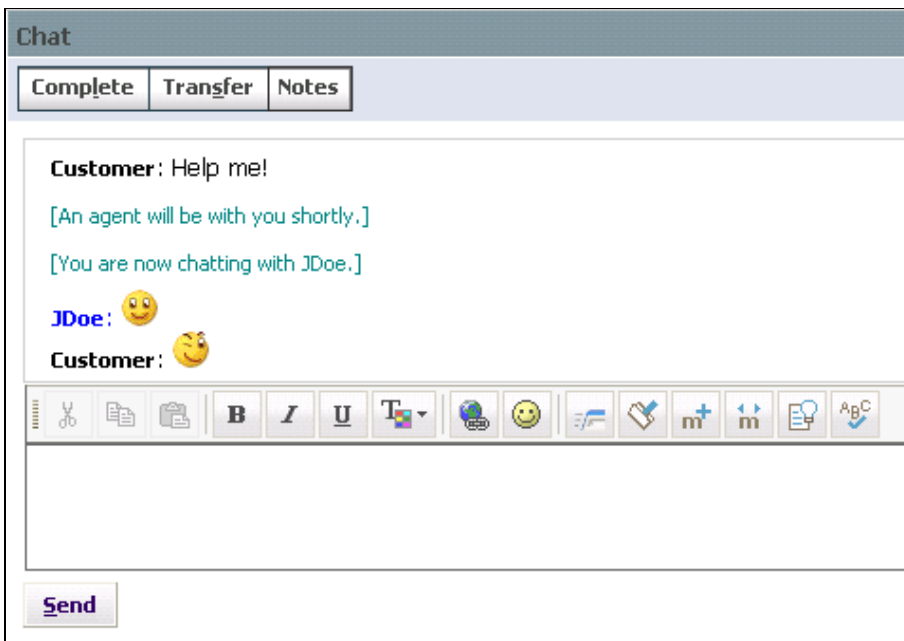
Note: This scenario assumes that the agent PC is joined to the eim.lab domain, and the customer PC is not.

Problem Statement

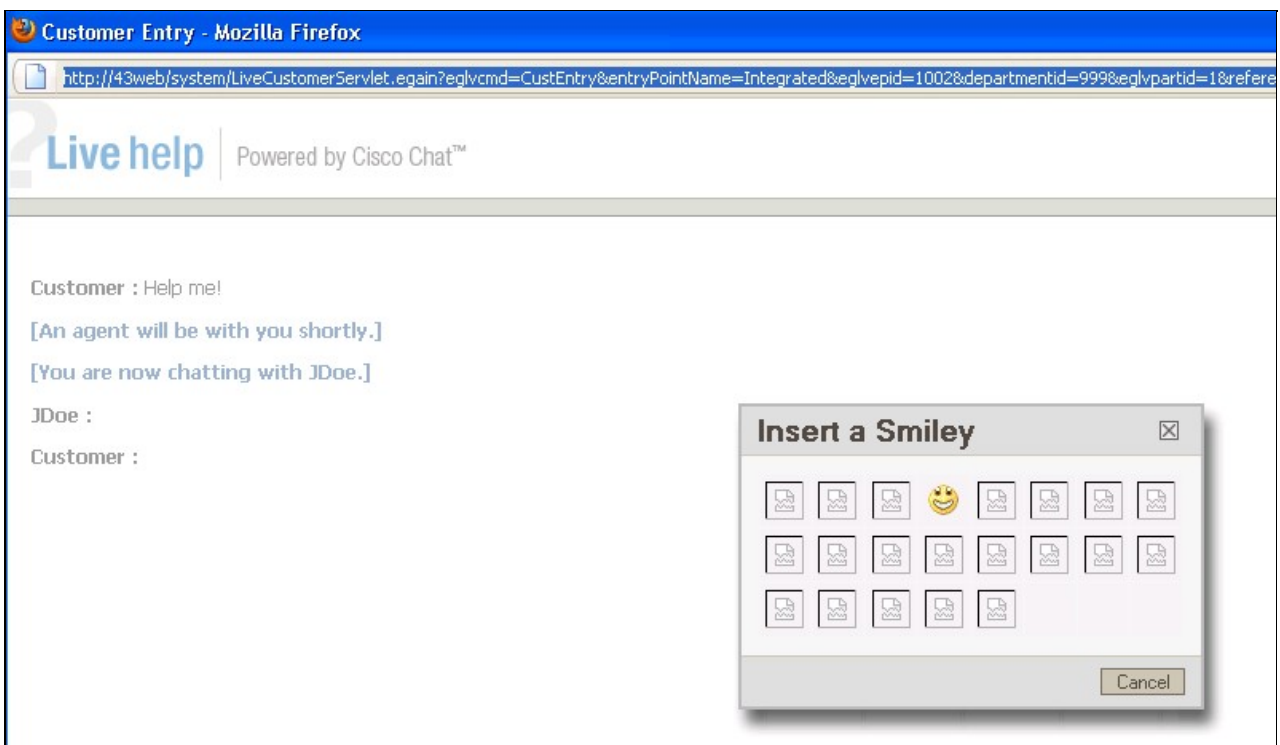
There is a report that smiley faces are not being displayed in chats.

- The agents are able to see them:

Missing_Chat_Smiley_Faces



- but end customers see a red X, broken image symbol, or nothing at all (this depends on the browser being used).



In the above screenshot we can see one smiley, indicating that this customer was at one point able to use smileys. That one smiley is likely cached, and the customer browser is now unable to reach the others.

HttpWatch

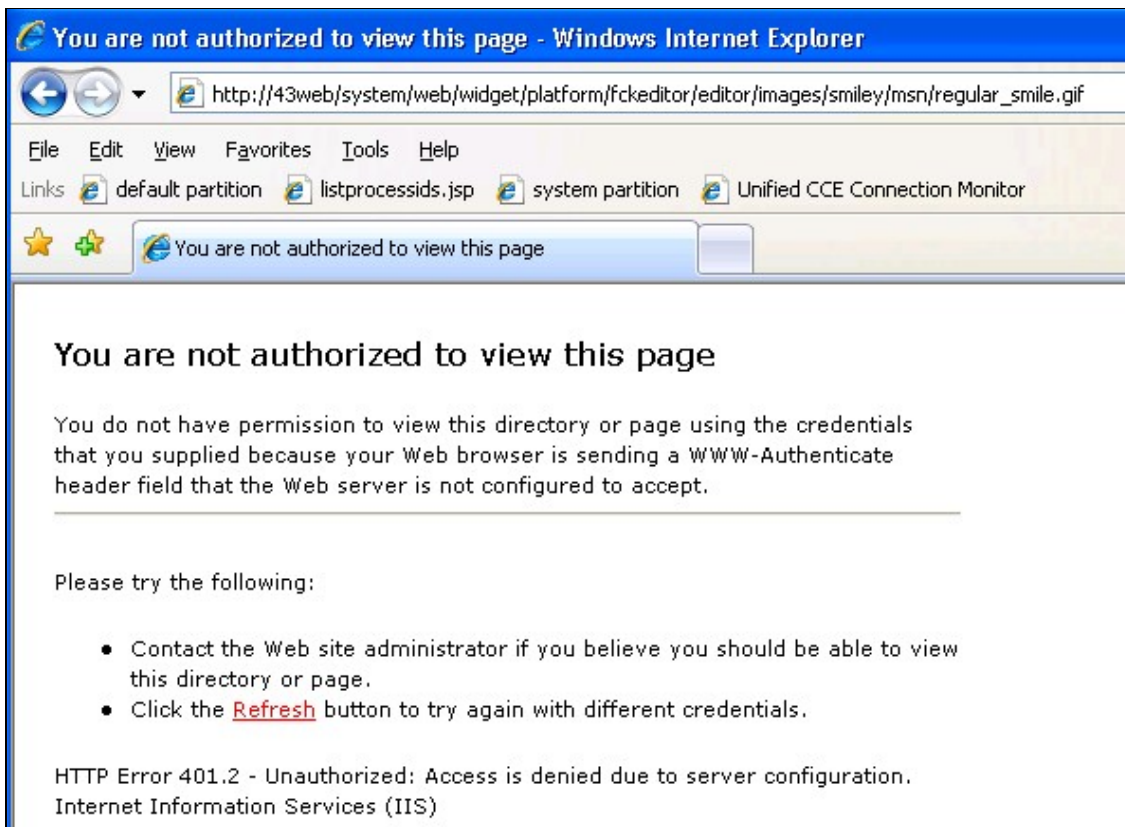
HttpWatch will help determine from where the browser is attempting to download the smiley images. Start HttpWatch on the customer chat browser and bring up the "Insert a Smiley" screen. HttpWatch will show that the browser is attempting to access <http://43web/system/web/widget/platform/fckeditor/editor/images/smiley/msn/>

The screenshot shows the HttpWatch interface. At the top, a dialog box titled "Insert a Smiley" is open, displaying a grid of smiley icons. Below the dialog, the main window shows a list of network requests. The table below is a representation of the data shown in the screenshot.

Time	Sent	Received	Method	Result	Type	URL
16:08:281						Customer Entry
+ 0.000						
+ 0.026						
+ 0.028						
+ 0.039						
+ 0.048						
+ 0.052						
+ 0.065	551	1796	GET	401		http://43web/system/web/widget/platform/fckeditor/editor/images/smiley/msn/regular_smile.gif
+ 0.065	547	1796	GET	401		http://43web/system/web/widget/platform/fckeditor/editor/images/smiley/msn/sad_smile.gif
+ 0.066	548	1796	GET	401		http://43web/system/web/widget/platform/fckeditor/editor/images/smiley/msn/wink_smile.gif
+ 0.066	0	0	GET	(Cache)		http://43web/system/web/widget/platform/fckeditor/editor/images/smiley/msn/teeth_smile.gif
+ 0.067	552	1796	GET	401		http://43web/system/web/widget/platform/fckeditor/editor/images/smiley/msn/confused_smile.gif
+ 0.067	550	1796	GET	401		http://43web/system/web/widget/platform/fckeditor/editor/images/smiley/msn/courage_smile.gif
+ 0.068	554	1796	GET	401		http://43web/system/web/widget/platform/fckeditor/editor/images/smiley/msn/embarrassed_smile.gif
+ 0.068	547	1796	GET	401		http://43web/system/web/widget/platform/fckeditor/editor/images/smiley/msn/omg_smile.gif
+ 0.069	563	1796	GET	401		http://43web/system/web/widget/platform/fckeditor/editor/images/smiley/msn/whatcutalkingabout...
+ 0.069	549	1796	GET	401		http://43web/system/web/widget/platform/fckeditor/editor/images/smiley/msn/angel_smile.gif
+ 0.070	549	1796	GET	401		http://43web/system/web/widget/platform/fckeditor/editor/images/smiley/msn/shades_smile.gif
+ 0.070	550	1796	GET	401		http://43web/system/web/widget/platform/fckeditor/editor/images/smiley/msn/devil_smile.gif
+ 0.071	549	1796	GET	401		http://43web/system/web/widget/platform/fckeditor/editor/images/smiley/msn/cry_smile.gif
+ 0.071	547	1796	GET	401		http://43web/system/web/widget/platform/fckeditor/editor/images/smiley/msn/lightbulb.gif
+ 0.072	547	1796	GET	401		http://43web/system/web/widget/platform/fckeditor/editor/images/smiley/msn/lightbulb.gif
+ 0.072	549	1796	GET	401		http://43web/system/web/widget/platform/fckeditor/editor/images/smiley/msn/thumbs_down.gif
+ 0.073	547	1796	GET	401		http://43web/system/web/widget/platform/fckeditor/editor/images/smiley/msn/thumbs_up.gif
+ 0.073	543	1796	GET	401		http://43web/system/web/widget/platform/fckeditor/editor/images/smiley/msn/heart.gif

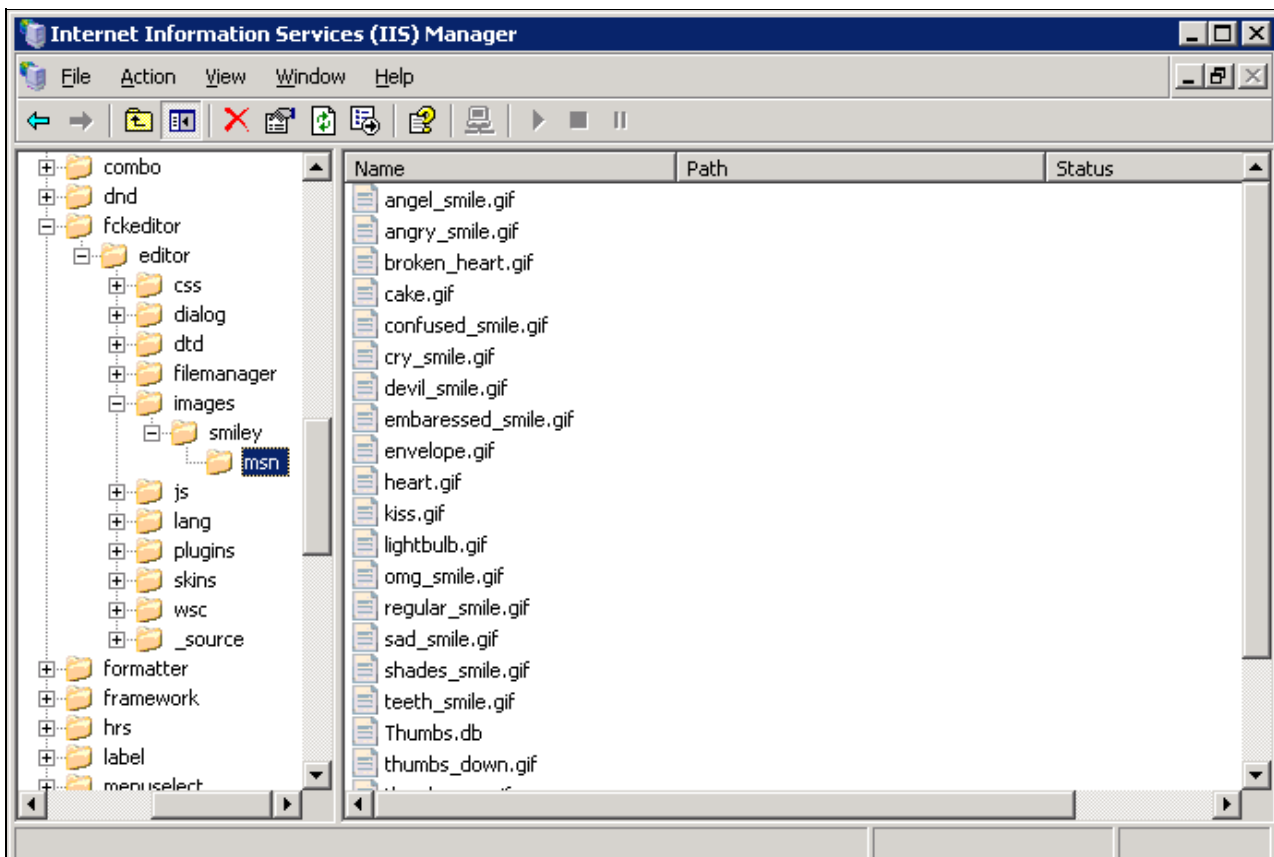
Trying to access the smiley directly is also not successful.

Missing_Chat_Smiley_Faces



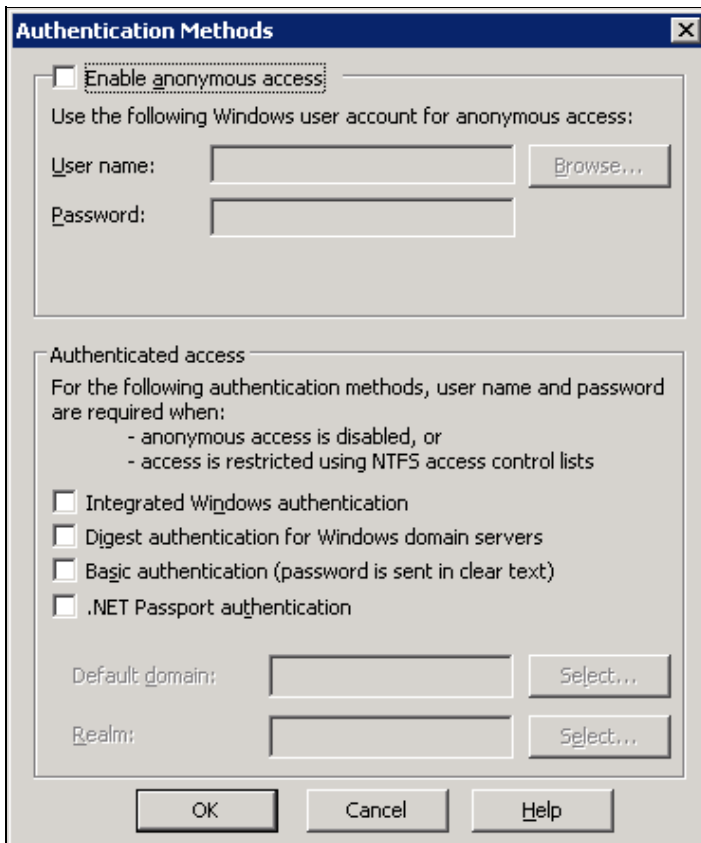
IIS Permissions

Navigating to that folder in IIS we can see the smiley face images.



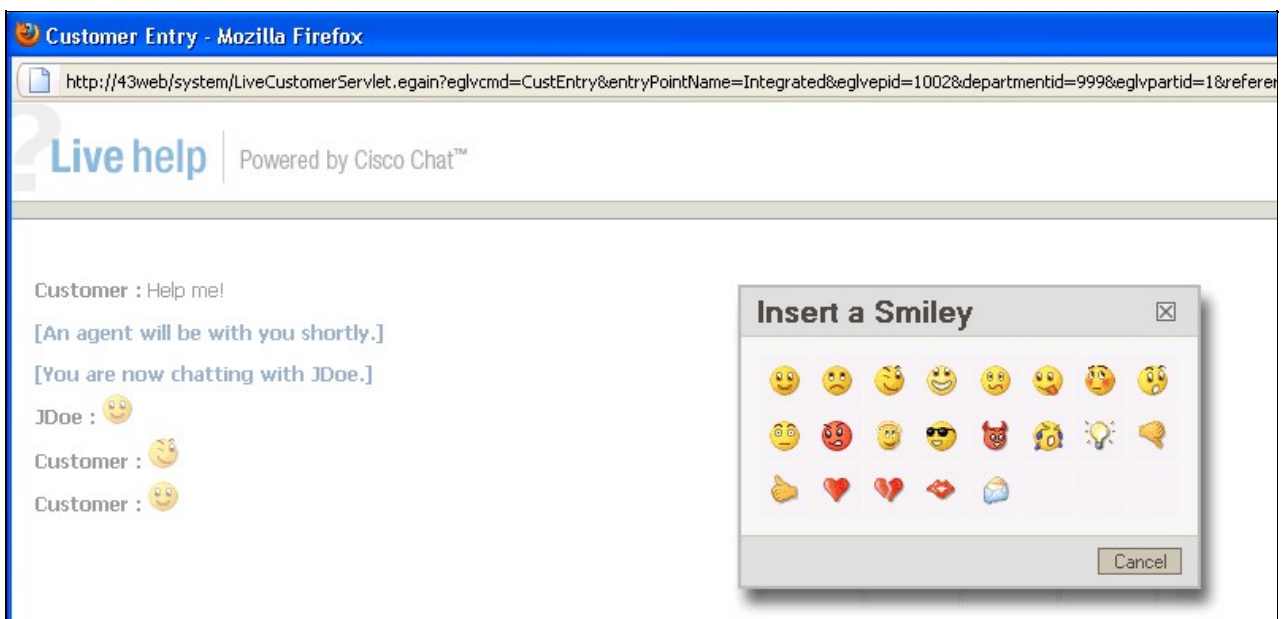
Missing_Chat_Smiley_Faces

However, from Properties > Directory Security we can see that there is no Anonymous Access allowed.



Anonymous user for Customer Sessions

Setting this to a user with access to those folders will restore the end customer's access to Smiley Faces.



Resolution

This issue is a defect, but is a simple way to demonstrate the use of HttpWatch.