

**Multi-session Chat: Issues rendering the multi-session gadget**

<b>Problem Summary</b>	There are issues rendering the multi-session chat gadgets on the agent desktop.
<b>Error Message</b>	<ul style="list-style-type: none"> <li>• There were issues rendering this gadget. Unable to retrieve spec for <a href="https://&lt;SocialMiner server&gt;/multisession/ui/gadgets/multisession-reply-gadget.jsp?gadgetHeight=500">https://&lt;SocialMiner server&gt;/multisession/ui/gadgets/multisession-reply-gadget.jsp?gadgetHeight=500</a></li> <li>• There were issues rendering this gadget. javax.net.ssl.SSLPeerUnverifiedException: peer not authenticated <a href="https://&lt;SocialMiner server&gt;/multisession/ui/gadgets/multisession-reply-gadget.jsp?gadgetHeight=430">https://&lt;SocialMiner server&gt;/multisession/ui/gadgets/multisession-reply-gadget.jsp?gadgetHeight=430</a></li> </ul>
<b>Possible Cause</b>	Either the tomcat.pem import for the self-signed certificate did not take effect or Unified CCX/Finesse cannot resolve the hostname of the SocialMiner server.
<b>Recommended Action</b>	<ol style="list-style-type: none"> <li>1. Restart the Unified CCX/Finesse VM.</li> <li>2. Check that the correct hostname for the SocialMiner server is configured in the Finesse Desktop Layout.</li> <li>3. Check that the DNS settings are correct.</li> </ol>
<b>Release</b>	Release 10.5(1)
<b>Associated CDETS #</b>	None