

Multi-session Chat: Multi-session chat gadget is blank

Problem Summary	The multi-session chat gadget on the agent desktop contains no content (is completely blank).
Error Message	N/A
Possible Cause	<ul style="list-style-type: none"> • The SocialMiner Cisco Tomcat service is down. • The SocialMiner server is not reachable.
Recommended Action	<ol style="list-style-type: none"> 1. Check to ensure that the SocialMiner server is up and running. 2. Using the SocialMiner CLI, check the status of the Cisco Tomcat service. Run the following CLI command: utils service list 3. If the Cisco Tomcat service is [STOPPED], run the following command to start it: utils service start Cisco Tomcat
Release	Release 10.5(1), 10.6(1)
Associated CDETS #	None