

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

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