

SocialMiner Chat - Agent unable to close Chat interface

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| Problem Summary | Agent sees: "You are alone in the chat room. Click End to close the chat interface." but the End button doesn't work. |
| Error Message | You are alone in the chat room. Click End to close the chat interface. |
| Possible Cause | The Cisco Tomcat service is down. |
| Recommended Action | Sign in to the console of the SocialMiner server as the administration user. List the services and their statuses by typing: <i>utils service list</i> Verify that the status for the Cisco Tomcat service is not [STARTED]. Start the Cisco Tomcat service by typing: <i>utils service start Cisco Tomcat</i> |
| Release | 9.0(x), 10.0(1) |
| Associated CDETS # | None |