

**SocialMiner Chat - Agent unable to close Chat interface**

<b>Problem Summary</b>	Agent sees: "You are alone in the chat room. Click End to close the chat interface." but the End button doesn't work.
<b>Error Message</b>	You are alone in the chat room. Click End to close the chat interface.
<b>Possible Cause</b>	The Cisco Tomcat service is down.
<b>Recommended Action</b>	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>
<b>Release</b>	9.0(x), 10.0(1)
<b>Associated CDETS #</b>	None