

SocialMiner Chat - Agent unable to close Chat interface

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