

**Chat requests are not being received by SocialMiner**

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| <b>Problem Summary</b>     | Chat contacts are not being created in SocialMiner when the chat web-form widget is submitted.   |
| <b>Error Message</b>       | HTTP 404 error   |
| <b>Possible Cause</b>      | The chat web form widget URL or firewall configuration is wrong.   |
| <b>Recommended Actions</b> | <ul style="list-style-type: none"><li>• Compare the chat web form widget form post URL with the form post URL generated by Unified CCX.</li><li>• Re-deploy the chat web form widget code from Unified CCX.</li><li>• Check the connectivity and firewall configuration.</li></ul> |
| <b>Release</b>             | Release 9.0(x), 10.0(1), Release 10.5(1), 10.6(1)  |
| <b>Associated CDETS #</b>  | None   |