

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

<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