

Chat requests are not being received by SocialMiner

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