

Chat invitation URL is not working

Problem Summary	A customer receives a URL to join a chat session, but the URL does not work.
Error Message	None
Possible Cause	<ul style="list-style-type: none"> • The URL may have expired or may have already been used once before. • The Public Prefix URL, if used, is incorrect. • The Public Prefix URL, if used, is not resolvable via public DNS. • The resulting URL is not accessible outside of SocialMiner's configured network, either due to DNS or firewall routing issues.
Recommended Action	<ul style="list-style-type: none"> • Check when the chat invitation was sent and that it hasn't already been used (the chat invitation url works only once). • Make sure SocialMiner is accessible either through the Public Prefix URL or directly. • Check the SocialMiner ccppublicapps log for error details.
Release	Release 10.0(1), 10.5(1), 10.6(1)
Associated CDETS #	None