

**Chat invitation URL is not working**

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