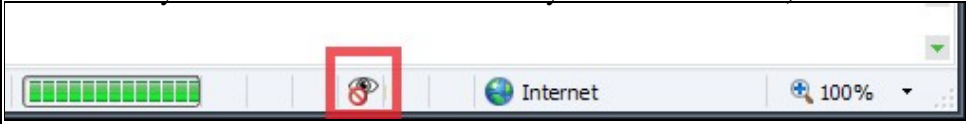


SocialMiner User Interface - SocialMiner login overlay appears if reply template container loads in iframe in IE, even though already successfully authenticated

Problem Summary	When a SocialMiner reply template container loads in an IFRAME in Internet Explorer, a SocialMiner login overlay may appear even though SocialMiner successfully authenticated.
Error Message	None.
Possible Cause	<p>If the page inside the IFRAME does not have a Privacy Policy, cookies are blocked (which is indicated by the red barred circle over the 'eye' icon in status bar).</p>  <p>Click the eye icon to display a list of blocked URLs.</p>
Recommended Action	<ol style="list-style-type: none"> 1. Click the eye icon. The Internet Explorer privacy settings dialog box appears and displays a blocked cookie from SocialMiner. 2. Select the cookie and choose Always allow cookie from this website. <p>For more information on how to permit cookies, see the Microsoft Windows help site.</p>
Release	9.0(1)
Associated CDETS #	None.