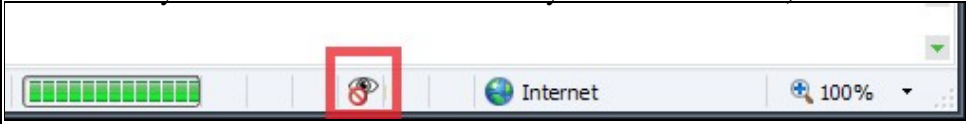


## SocialMiner User Interface - SocialMiner login overlay appears if reply template container loads in iframe in IE, even though already successfully authenticated

<b>Problem Summary</b>	When a SocialMiner reply template container loads in an IFRAME in Internet Explorer, a SocialMiner login overlay may appear even though SocialMiner successfully authenticated.
<b>Error Message</b>	None.
<b>Possible Cause</b>	<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>
<b>Recommended Action</b>	<ol style="list-style-type: none"> <li>1. Click the eye icon. The Internet Explorer privacy settings dialog box appears and displays a blocked cookie from SocialMiner.</li> <li>2. Select the cookie and choose <b>Always allow cookie from this website</b>.</li> </ol> <p>For more information on how to permit cookies, see the <a href="#">Microsoft Windows help site</a>.</p>
<b>Release</b>	9.0(1)
<b>Associated CDETS #</b>	None.