

Add tip: [Create Contact Center Troubleshooting Tips](#)

Print PDF: [Print Cisco SocialMiner Troubleshooting Tips](#)

The following tips were added by Cisco Documentation:

Contents

- [1 Cisco SocialMiner Installation and Upgrade](#)
- [2 Cisco SocialMiner Administration](#)
- [3 Cisco SocialMiner APIs](#)
- [4 Cisco SocialMiner User Interface](#)
- [5 Cisco SocialMiner Feeds](#)
- [6 Cisco SocialMiner Standalone and Multi-Session Chat/Email](#)
 - ◆ [6.1 Cisco SocialMiner Chat, Customer-Side](#)
 - ◆ [6.2 Cisco SocialMiner Standalone Chat](#)
 - ◆ [6.3 Cisco SocialMiner Standalone Chat and Cisco SocialMiner/Unified CCX Single-Session Chat](#)
 - ◆ [6.4 Cisco SocialMiner/Unified CCX Multi-Session Chat/Email \(supported in Unified CCX\)](#)
 - ◆ [6.5 Cisco SocialMiner/Unified CCX Single-session Chat and Cisco SocialMiner/Unified CCX Multi-session Chat](#)
 - ◆ [6.6 Cisco SocialMiner Chat Invitation](#)
- [7 Cisco SocialMiner Agent Request](#)
- [8 Cisco SocialMiner Filters](#)

Cisco SocialMiner Installation and Upgrade

- [SocialMiner Installation - During upgrade, an error appears that states the file is not valid](#)
- [SocialMiner Installation - Issues with COP file install](#)
- [SocialMiner Installation - Browser Errors after Upgrade](#)
- [SocialMiner Installation - NTP Server is not recognized](#)
- [SocialMiner Installation - Reboot Hangs](#)
- [SocialMiner Installation - Two SocialMiner Applications on one Server, Setting CPU Reservation](#)
- [SocialMiner Installation - Not enough disk space in the common partition for upgrade](#)
- [SocialMiner Installation - SocialMiner FQDN should not exceed 41 characters while installing with Unified CCE](#)
- [SocialMiner Upgrade - Unable to upgrade to SocialMiner 11.0\(1\)](#)
- [SocialMiner Upgrade - Configuration data is not migrated from the older version to SocialMiner 11.0\(1\)](#)

Cisco SocialMiner Administration

- [SocialMiner Administration - Active Directory users cannot sign in after Use SSL check box is enabled](#)
- [SocialMiner Administration - Get Active Directory Manager Distinguished Name to use in SocialMiner configuration](#)
- [SocialMiner Administration - Mail Notification Server status is red in SocialMiner Administration when Use SSL/TLS is enabled](#)
- [SocialMiner Administration - SocialMiner system experiences intermittent network issues](#)
- [SocialMiner Administration - Configure JAWS to recognize highlighted text](#)

- [SocialMiner Administration - Runtime Server Status is not green and Lock Timeout Expired error received](#)
- [SocialMiner Administration - Unable to login after hostname change](#)
- [SocialMiner Administration - SLF4J message received when logging into SM Admin using CLI](#)
- [SocialMiner Administration - potential delay during DNS lookup](#)
- [SocialMiner Administration - Performance may decline on systems with RAID and battery backup](#)
- [SocialMiner Administration - Sign-in page does not load when XMPP server is down](#)
- [SocialMiner Administration - Administrator account locked out](#)
- [SocialMiner Administration - Cassandra Migration: Switch Version takes longer than expected](#)
- [SocialMiner Administration - Cassandra Migration: Earlier social contacts/ Chat transcripts/ Pre-defined responses not imported after performing Upgrade and Switch Version](#)

Cisco SocialMiner APIs

- [SocialMiner APIs - Duplicate fields in Payload](#)
- [SocialMiner APIs - Common Errors](#)
- [SocialMiner APIs - Errors for Social Contacts from Twitter](#)

Cisco SocialMiner User Interface

- [SocialMiner User Interface - Clear Cache and Cookies to Troubleshoot Unexpected Results](#)
- [SocialMiner User Interface - Duplicate Twitter Social Contacts Display in Campaign](#)
- [SocialMiner User Interface - Reply to Facebook comment appears as reply to the original post](#)
- [SocialMiner User Interface - Sluggish Performance or Timeouts](#)
- [SocialMiner User Interface - SocialMiner login overlay appears if reply template container loads in iframe in IE, even though already successfully authenticated](#)
- [SocialMiner User Interface - Alert is blank and tooltip shows 'Not Receiving Real-time Updates'](#)
- [SocialMiner User Interface - Selecting a contact from the Alert list produces an error dialog](#)

Cisco SocialMiner Feeds

- [SocialMiner Feeds - Authorization fails for Facebook fan page feed](#)
- [SocialMiner Feeds - Facebook feed does not return the expected number of posts or comments](#)
- [SocialMiner Feeds - Invalid Feeds](#)
- [SocialMiner Feeds - Network Issues](#)
- [SocialMiner Feeds - Replies to comments do not appear in Facebook Fan Page feed](#)
- [SocialMiner Feeds - RSS/Authenticated RSS Feed](#)
- [SocialMiner Feeds - Verifying RSS Feeds](#)
- [SocialMiner Feeds - Facebook feeds require reauthorization every 2 months](#)

Cisco SocialMiner Standalone and Multi-Session Chat/Email

Cisco SocialMiner Chat, Customer-Side

- [SocialMiner Chat - Bad Request error on failed connection](#)
- [SocialMiner Chat - Error connecting to server](#)
- [SocialMiner Chat - Connection times out](#)
- [SocialMiner Chat - Message delivery failure](#)
- [SocialMiner Chat - No option to download PDF for Chinese, Japanese, or Korean locales](#)
- [SocialMiner Chat - Option to download PDF disappears](#)
- [SocialMiner Chat - PDF chat transcript missing messages typed in certain languages](#)
- [SocialMiner Chat - Transcript download blocked by custom popup-blocker browser extensions](#)

Cisco SocialMiner Standalone Chat

- [SocialMiner Chat - Agent needs to return to Chat UI](#)

Cisco SocialMiner Standalone Chat and Cisco SocialMiner/Unified CCX Single-Session Chat

- [SocialMiner Chat - Agent encounters error when connecting to server](#)
- [SocialMiner Chat - Agent encounters error when attempting to reply to a Chat contact](#)
- [SocialMiner Chat - Agent unable to close Chat interface](#)

Cisco SocialMiner/Unified CCX Multi-Session Chat/Email (supported in Unified CCX)

- [Multi-session Chat - Agent cannot connect to chat room](#)
- [Multi-session Chat - Attempt to update social contact fails](#)
- [Multi-session Chat - Cannot load predefined responses](#)
- [Multi-session Chat - Chat disconnected](#)
- [Multi-session Chat - Failed to connect to the SocialMiner XMPP server](#)
- [Multi-session Chat - Multi-session chat gadget is blank](#)
- [Multi-session Chat - No reply template configured for multi-session chat](#)
- [Multi-session Chat and Email - Agent cannot see all contacts on the desktop](#)
- [Multi-session Chat and Email - Issues rendering the multi-session gadget](#)
- [Multi-session Chat and Email - User interface is not localized](#)
- [Multi-session Chat and Email: POD not created for Incoming Chat/Email contact in Agent Desktop](#)
- [Multi-session Chat and Email: Agent cannot see Customer Information in created POD for Chat/Email contact](#)
- [Multi-session Email - Agent cannot retrieve or reply to customer email](#)
- [Multi-session Email - Customer email not found](#)
- [Multi-session Email - Email unavailable due to server connectivity issue](#)
- [Multi-session Email: After successful modification of Context Service configuration from Unified CCX, SocialMiner fails to re-initialize Context Service client](#)
- [Multi-session Email: Delay in sending Emails using Office365](#)
- [Multi-session Email: Agents not receiving Emails](#)

Cisco SocialMiner/Unified CCX Single-session Chat and Cisco SocialMiner/Unified CCX Multi-session Chat

- [SocialMiner Chat - Chat requests are not being received by SocialMiner](#)
- [SocialMiner Chat - Customers wait for an agent, but no agent ever responds](#)
- [SocialMiner Chat - Chat reply template issues](#)

Cisco SocialMiner Chat Invitation

- SocialMiner Chat Invitation - Chat invitation button is not visible when replying to a Twitter or Facebook contact
- SocialMiner Chat Invitation - Chat invitation URL is not working

Cisco SocialMiner Agent Request

- SocialMiner Agent Request - Connection to CCE issues
- SocialMiner Agent Request - The callback request receives an HTTP 400 error
- SocialMiner Agent Request - The callback contact is immediately marked Discarded by SocialMiner
- SocialMiner Agent Request - The callback request waits forever for an agent
- SocialMiner Agent Request - The callback request is not canceled, even though a cancellation request was submitted
- SocialMiner Agent Request - The callback is initiated from the agent's phone but does not reach the intended target customer phone

Cisco SocialMiner Filters

- SocialMiner Filters - Creation of script type filter fails with invalid input error
- SocialMiner Filters - Errors saving Groovy scripts