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## Cisco SocialMiner Installation and Upgrade

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## Cisco SocialMiner Standalone and Multi-Session Chat/Email

## Cisco SocialMiner Chat, Customer-Side

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- 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

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- SocialMiner Chat - Agent unable to close Chat interface

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

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## 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
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## 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
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## Cisco SocialMiner Filters

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