

7.1 - Chat landing page is malformed or not functioning

PROBLEM

When trying to access the Chat landing page either internally or externally, the formatting is malformed and you are unable to submit the chat request.

CAUSE

This is usually a result of network configuration.

RESOLUTION

First, we recommend that you use a reverse proxy to deliver the chat page to the outside world. Note that you must use absolute URLs in your configuration in MiCC Version 7.1.2.0 and newer.

Second, if you have set up your firewall or other network device to do redirects, you must ensure that you do not rewrite the host header for traffic to and from the MiContact Center server.

APPLIES TO

Multimedia MiCC Version 7.1 and newer.

Keywords: chat MCC multimedia reverse proxy redirect host header malformed

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