Problems embedding messenger - Error: Cannot read property 'title' of undefined

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Issue: When the Deskpro Messenger widget is embedded on an external website - clicking on it is problematic, and causes the widget to disappear, and/or error out.

Error:

> 602.0976b15b.chunk.js:1 TypeError: Cannot read property 'title' of undefined
>
> at t.value (3.31b8fdb1.chunk.js:1)
>
> at La (602.0976b15b.chunk.js:1)
>
> at Na (602.0976b15b.chunk.js:1)
>
> at Qu (602.0976b15b.chunk.js:1)
>
> at ms (602.0976b15b.chunk.js:1)
>
> at vs (602.0976b15b.chunk.js:1)
>
> at os (602.0976b15b.chunk.js:1)
>
> at 602.0976b15b.chunk.js:1
>
> at e.unstable_runWithPriority (602.0976b15b.chunk.js:1)
>
> at qo (602.0976b15b.chunk.js:1)
>
> Qa @ 602.0976b15b.chunk.js:1

Solutions:

1. Ensure the SSL certificate is valid on your own website, as well as on your Deskpro instance. You should not receive any “not secure” warnings in the browser, correct these errors with your systems administrator.
2. Ensure the external domain is properly whitelisted in the “Domain Allow List” per this guide: https://support.deskpro.com/en-GB/guides/admin-guide/add-messenger-to-your-site
3. Ensure the “Default Chat” department is properly set - and is set to a department which has appropriate permissions. If you are not sure, try and set your default chat

department to the “Everyone” usergroup, and see if this works. https://support.deskpro.com/en-GB/guides/admin-guide/messenger-settings

4. Ensure the “Default Chat” department has permissions to appear in the appropriate brand.

标记

Legacy