We’re using the Viewport chat option, but we see a blank screen where our website should show

Last updated: Fri, 11 Jan 2019 17:33:50 GMT

Symptom

• When using the Chat with Viewport option, the portion that should show the Viewport URL website is blank

Applies to

• QuestionPoint

Resolution

If you have a URL entered in the Viewport URL and it is not appearing, it may be a frame busting URL. If you are not sure if your URL is a frame busting URL, please contact OCLC Support with the URL you are using.