

If you are using Fastpath, with Apache (v. Apache22) proxypass to make Live Chat available via port 80 (or 443/SSL), you may need to set proxy-nokeepalive, no-cache, and downgrade. Otherwise the requests will not be sent and your customers will be left waiting on the timer screen forever.

Hope that helps

BEA

```
<VirtualHost *:443>
```

```
...
```

```
ProxyPreserveHost On
```

```
ProxyPass / https://127.0.0.1:9091
```

```
ProxyPassReverse / https://127.0.0.1:9091
```

```
SetEnv downgrade-1.0 1
```

```
SetEnv proxy-nokeepalive 1
```

```
SetEnv no-cache 1
```

```
</VirtualHost>
```