

CODESPEAR®

HELP CENTRAL

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Knowledge Base Article

No Emoticons Available in Chat

SYMPTOMS

When you click the Emoticons button in a SmartMsg Chat Session, no emoticons appear for you to select. Emoticons are small images of facial expressions that can be inserted into chat session text and are intended to convey emotion.

CAUSE

- The emgfx.adb file is missing from the SmartMsg Client folder.
- The emgfx.adb file is corrupt.

Fix

To fix this issue:

1. Obtain the emgfx.adb file from Codespear. (Or it can be obtained from another SmartMsg client computer in which emoticons are working correctly.)
2. Place this file in the Program Files > Codespear > SmartMsg > Client folder.
3. If a message appears asking if you want to overwrite this file, select Yes.


More Information

Visit [Codespear's Help Central](#)

To contact our support staff by email, [click here](#).

You may also want to consult these SmartMsg support tools:

 [Contact Support](#) – Contact a support representative by filling out the following form.

 [Issue Reporting](#) - Found an issue that you would like us to know about? Click [Here](#) to report an issue to our support team for immediate consideration. We will contact you by email with a resolution.