Chat Subsystem is in Partial Service

Problem Summary	Chat subsystem is in partial service
Error Message	MIVR-SS_CHAT-7-Exception:XMPPError connecting to localhost:5222.: remote-server-error(502) XMPPError connecting to localhost:5222.
Possible Cause	Unified CCX Notification Service is not running.
Recommended Action	Restart Notification Service from UCCX Serviceability page.
Error Message	MIVR-SS_CHAT-7-Exception:XMPPError connecting to "smhostname":5222.: remote-server-error(502) XMPPError connecting to "smhostname":5222.
Possible Cause	SocialMiner is not running or not reachable or SocialMiner XMPP service is not running.
Recommended Action	Check SocialMiner connectivity. Check SocialMiner XMPP service status. If not running then restart it from SocialMiner Serviceability page. Save SocialMiner configuration from Unified CCX AppAdmin page. If after you make the above configuration changes, the Chat subsystem does not come to In Service, contact CBABU.
Release	Release 9.0(1)
Associated CDETS #	None