

## Chat Subsystem is in Partial Service

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