

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	<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>
Release	Release 9.0(1)
Associated CDETS #	None