

**Agent cannot connect to chatroom**

<b>Problem Summary</b>	The agent cannot connect to the chat room.
<b>Error Message</b>	An error has occurred connecting to the chat room.
<b>Possible Cause</b>	An error occurred when connecting to the SocialMiner XMPP server or the XMPP server is down.
<b>Recommended Action</b>	<p>Check the status of the SocialMiner XMPP Server. There are two ways to check:</p> <ul style="list-style-type: none"> <li>• Check the status of the Eventing and Chat server in the SocialMiner user interface (Administration tab &gt; System Administration panel).</li> <li>• Access the CLI on the SocialMiner server and run the command <b>utils service list</b>. Ensure that the status of SocialMiner XMPP Server is [STARTED].</li> <li>• If the status of the SocialMiner XMPP Server is [STOPPED], use the following command to start it: <b>utils service start SocialMiner XMPP Server</b></li> </ul> <p>The BOSH connection to the SocialMiner XMPP Server is shared amongst all ongoing chat sessions. If connectivity breaks between the chat gadget and the SocialMiner XMPP Server, all ongoing chats receive this error.</p>
<b>Release</b>	Release 10.5(1), 10.6(1)
<b>Associated CDETS #</b>	None