## SocialMiner Administration - Sign-in page does not load when XMPP server is down

Problem Summary	Attempt to sign in to SocialMiner using Firefox. The sign-in page does not load. A page with the following message appears:  Checking ConnectivitySocialMiner requires an additional untrusted connection.  Click Continue and a new tab opens with the following message:  Unable to connectFirefox can't establish a connection to the server at <ip>address:port&gt;.</ip>
Error Message	Unable to connectFirefox can't establish a connection to the server at <i><ip< i=""> address:port&gt;.</ip<></i>
Possible Cause	The SocialMiner XMPP Server service is not yet started [STARTING] or the status is [STOPPED].
Recommended Action	<ul> <li>If the status of the XMPP Server service is [STARTING], wait for the XMPP Server service to start.</li> <li>If the status of the XMPP Server service is [STOPPED], access the CLI on the SocialMiner server and start the XMPP Server service (utlis service start SocialMiner XMPP Server).</li> </ul>
Release	Release 10.0(1), 10.5(1), 10.6(1)
Associated CDETS #	None