

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

<p><b>Problem Summary</b></p>	<p>Attempt to sign in to SocialMiner using Firefox. The sign-in page does not load. A page with the following message appears:</p> <p>Checking Connectivity...SocialMiner requires an additional untrusted connection.</p> <p>Click Continue and a new tab opens with the following message:</p> <p>Unable to connect...Firefox can't establish a connection to the server at &lt;ip address:port&gt;.</p>
<p><b>Error Message</b></p>	<p>Unable to connect...Firefox can't establish a connection to the server at &lt;ip address:port&gt;.</p>
<p><b>Possible Cause</b></p>	<p>The SocialMiner XMPP Server service is not yet started [STARTING] or the status is [STOPPED].</p>
<p><b>Recommended Action</b></p>	<ul style="list-style-type: none"> <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>
<p><b>Release</b></p>	<p>Release 10.0(1), 10.5(1), 10.6(1)</p>
<p><b>Associated CDETS #</b></p>	<p>None</p>