

SocialMiner Chat - Agent encounters error when connecting to server

Problem Summary	Agent sees "An error has occurred connecting to the chatroom. Click End or refresh your browser to exit."
Error Message	An error has occurred connecting to the chatroom. Click End or refresh your browser to exit.
Possible Cause	XMPP Server is down.
Recommended Action	<p>Sign in to the console of the SocialMiner server as the administration user.</p> <p>List the services and their statuses by typing: <i>utils service list</i></p> <p>Verify that the status for the SocialMiner XMPP Server is not [STARTED].</p> <p>Start the SocialMiner XMPP Server by typing: <i>utils service start SocialMiner XMPP Server</i></p>
Release	Release 9.0(x), 10.0(1), 10.5(1), 10.6(1)
Associated CDETS #	None