

**SocialMiner Chat - Agent encounters error when connecting to server**

<b>Problem Summary</b>	Agent sees "An error has occurred connecting to the chatroom. Click End or refresh your browser to exit."
<b>Error Message</b>	An error has occurred connecting to the chatroom. Click End or refresh your browser to exit.
<b>Possible Cause</b>	XMPP Server is down.
<b>Recommended Action</b>	<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>
<b>Release</b>	Release 9.0(x), 10.0(1), 10.5(1), 10.6(1)
<b>Associated CDETS #</b>	None