

SocialMiner Chat - Bad Request error on failed connection

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| Problem Summary | When submitting a chat request, a customer receives an error message. |
| Error Message | connect_failed (Bad Request) : the connection to the XMPP server failed |
| Possible Cause | The 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 |