

## SocialMiner\_Feeds\_-\_Troubleshooting\_Authenticated\_Feeds

== SocialMiner Feeds - Troubleshooting Authenticated Feeds ==

<b>Problem Summary</b>	The feed renders in the browser but does not work in SocialMiner.
<b>Error Message</b>	N/A
<b>Possible Cause</b>	1. You have saved the authentication in your browser. The browser may be automatically re-using your previously saved password. This is not entirely obvious from a user perspective. 2. The user changed the password.
<b>Recommended Action</b>	If your feed is authenticated, you must use the "Authenticated RSS" Feed Type. Note: A Feed Type cannot be changed once a feed is created. To change an RSS Feed to an Authenticated RSS Feed, you must delete the old (RSS) feed and add a new (Authenticated RSS) feed.
<b>Release</b>	Release 8,5(x)
<b>Associated CDETS #</b>	None