

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

== SocialMiner Feeds - Troubleshooting Authenticated Feeds ==

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|---------------------------|--|
| <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.<br>2. The user changed the password.   |
| <b>Recommended Action</b> | If your feed is authenticated, you must use the "Authenticated RSS" Feed Type.<br>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   |