

## Alert is blank and tooltip shows 'Not Receiving Real-time Updates'

<b>Problem Summary</b>	No message alert updates are being received over the BOSH connection.
<b>Error Message</b>	Tooltip only
<b>Possible Cause</b>	<ul style="list-style-type: none"> <li>• The BOSH connection is down.</li> <li>• The XMPP server is down.</li> <li>• There is a network issue.</li> </ul>
<b>Recommended Action</b>	<ul style="list-style-type: none"> <li>• Refresh the browser to re-establish the BOSH connection.</li> <li>• On the System Administration panel, check the Server Status for "Eventing and Chat". If the status is red</li> <li>• Log in to the SocialMiner server using the administrator account set up during installation and run the following CLI command: <b>utils service list</b></li> <li>• If the SocialMiner XMPP Server is not [STARTED], run the command following command to start it: <b>utils service restart SocialMiner XMPP Server</b></li> <li>• If the problem persists, search the SocialMiner ccpapi logs for the string 'eventing'.</li> </ul>
<b>Release</b>	Release 10.0(1), 10.5(1), 10.6(1)
<b>Associated CDETS #</b>	None