

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

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