

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

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