

## SocialMiner User Interface - XMPP shows Error Icon

<b>Problem Summary</b>	The server status of XMPP in the System Administration gadget shows an error condition.
<b>Error Message</b>	Red icon, indicating failed network connection.
<b>Possible Cause</b>	The password for your XMPP service has changed, and you did not edit the XMPP configuration in SocialMiner to update the changed password.
<b>Recommended Action</b>	<ol style="list-style-type: none"> <li>1. Select XMPP Server on the System Administration gadget.</li> <li>2. Click Edit and disable (uncheck) Enabled and Enable Service Lookup.</li> <li>3. Save the changes.</li> <li>4. Verify that your XMPP service for Instant Messaging works correctly.</li> <li>5. Select XMPP Server on the System Administration gadget.</li> <li>6. Click Edit and enable (check) Enabled and Enable Service Lookup.</li> <li>7. Enter your new password.</li> <li>8. Save the changes.</li> </ol> <p>The status will change to a green checkmark in a short time.</p>
<b>Release</b>	Release 8.5(3)
<b>Associated CDETS #</b>	CSCts55570