**#16066** - [https://redmine.vnc.biz/issues/166066](https://redmine.vnc.biz/issues/16050)

1. **Description**:

* While disconnect video chat it gives error and error code snippet is following:

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| Uncaught TypeError: Cannot read property 'id' of undefinedprezi\_player.js?v=2:37 window.PreziPlayer.PreziPlayer.messageReceived app.js?v=23:1391 signed out app.js?v=23:1392 #document strophe.util.js:11 Strophe: request id 43.1 error 0 happened strophe.util.js:11 Strophe.logs trophe.min.js?v=1:1 Strophe.errors trophe.min.js?v=1:1 Strophe.Bosh.\_onRequestStateChange |

1. **Analytic**
   * **Root cause:**

Line 34-38 in "prezi\_player.js":

|  |
| --- |
| try {  message = JSON.parse(event.data);  if(message undefined)  return;  } catch (e) {} |

"event.data" is an object so that function JSON.parse(event.data) will return Error.

It will pass to catch{} and continue run code bellow. It doesn’t run if(message undefined) return;

Object message still is undefined so we can't use "message.id" and get error "Cannot read property 'id'......."

* + **Solution:**

Change line 24-38 in “prezi\_player.js”

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| --- |
| try {  message = JSON.parse(event.data);  } catch (e) {}  if(message == undefined)  return; |

It solved error "Cannot read property 'id'......." but still get error:

|  |
| --- |
| Strophe: request id 9.1 error 0 happened strophe.util.js:11  Strophe.log strophe.min.js?v=1:1  Strophe.error strophe.min.js?v=1:1  Strophe.Bosh.\_onRequestStateChange strophe.util.js:7  Strophe: request errored, status: 0, number of errors: 1 |