**#21109** - <https://redmine.vnc.biz/issues/21109>

1. **Description**:

Currently in case of losing the connection we are getting an error message "XMPP server error" which is blocking Zimbra GUI.

This message/pop-up can be very annoying.

It is possible to similar error messages like pidgin does it. Inside the roster window display a inner-popup with the error message.

Therefore not affecting the usage of Zimbra.

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

When popup errorDialog ,it will blocking Zimbra GUI.

* 1. **Solutions**:

- Change style of error popup from errorDialog to yesNoDialog when user get error from XMPP server.

- When click Reconnect button:

+ User will reconnect MINI\_RECONNECT\_MAX times (e.g 10 times).

+ If it still disconnected after max times, popup again and roster will notify error.

- When click Ignore button:

+ User disconnect chat. Roster will show similar when user login out.

+ User will auto reconnect after a random second (3s-30s) and it does not effect the usage of Zimbra.

+ User can reconnect manually by clicking on "chat" tab.

- Popdown error message when auto reconnect successful.

1. **Implementation**
   1. **Code:**

* Modified self.handleError () function to edit and handle error popup when server send error message:

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| --- |
| self.handleError = function(err) {  try {  // First level error (connection error)  if(jQuery(err).is('error')) {  // Notify this error  MINI\_CONNECT\_ERROR = true;  var \_error = jQuery(err).attr('code');  if (\_error) {  console.log('Error code:\n', \_error);  }  self.disconnected();  if (MINI\_RECONNECT == MINI\_RECONNECT\_MAX && !MINI\_RECONNECT\_AUTO) {  var dialog = appCtxt.getYesNoMsgDialog();  dialog.reset();  dialog.setMessage(biz\_zcs\_vnc\_talk\_zimlet.vnc\_talk\_error\_connect\_msg, DwtMessageDialog.INFO\_STYLE);  // set the message "info" style  dialog.setButtonListener(DwtDialog.YES\_BUTTON, new AjxListener(this, function () {  console.log('Disconnected and try to reconnect ' + MINI\_RECONNECT\_MAX + ' times');  MINI\_RECONNECT = 0;  MINI\_RECONNECT\_AUTO = false;  self.disconnected();  dialog.popdown();  }));  dialog.setButtonListener(DwtDialog.NO\_BUTTON, new AjxListener(this, function () {  MINI\_RECONNECT\_AUTO = true;  MINI\_DISCONNECT = true;  MINI\_INITIALIZED = false;  self.disconnected();  //self.disconnect();  console.log('Disconnected and disabled vnctalk');  dialog.popdown();  }));  var \_button = jQuery("#YesNoMsgDialog\_buttons .ZWidgetTitle");  \_button[0].textContent = biz\_zcs\_vnc\_talk\_zimlet.vnc\_talk\_error\_reconnect\_title;  \_button[1].textContent = biz\_zcs\_vnc\_talk\_zimlet.vnc\_talk\_error\_ignore\_title;  dialog.popup();  }  JappixConsole.error('First level error received.');  }  } catch(e) {  JappixConsole.error('JappixMini.handleError', e);  }  }; |

-Edit code in self.connected function to popdown error message when auto reconnect successful:

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| self.connected = function() { .... if (appCtxt.getYesNoMsgDialog().isPoppedUp()){  appCtxt.getYesNoMsgDialog().popdown(); } .... |

Changed the YES and NO button into "Reconnect" and "Ignore" button respectively.

Applied content of error message to biz\_zcs\_vnc\_talk\_zimlet.properties:

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| --- |
| vnc\_talk\_error\_connect\_msg = VNCtalk disconnected! Connection timeout. vnc\_talk\_error\_reconnect\_title = Reconnect vnc\_talk\_error\_ignore\_title = Ignore |

And biz\_zcs\_vnc\_talk\_zimlet\_de.properties:

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| --- |
| vnc\_talk\_error\_connect\_msg = VNCtalk Verbindung getrennt! Connection timeout. vnc\_talk\_error\_reconnect\_title = Wiederverbinden vnc\_talk\_error\_ignore\_title = Ignorieren |

Define new value to set flag for client auto reconnect to server:

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| --- |
| var MINI\_RECONNECT\_AUTO = false; |

Edit code in self.disconnected function to show 'Please wait ...' when User click Reconnect manually and edit condition to reconnect a max times after click Reconnect and click Ignore button:

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| --- |
| if (!MINI\_RECONNECT\_AUTO){  jQuery('#jappix\_mini a.jm\_pane.jm\_button span.jm\_counter').text(JappixCommon.\_e('Please wait...')); }  ...  if(!MINI\_DISCONNECT && !MINI\_RECONNECT\_AUTO && MINI\_RECONNECT++ < MINI\_RECONNECT\_MAX) { ... }else if (MINI\_CONNECT\_ERROR && MINI\_RECONNECT\_AUTO){ ... } |

Committed code in release\_2.4.0 of Prosody Packaging:

<https://redmine.vnc.biz/projects/prosody-packaging/repository/revisions/0f20da8043b28d35035515d0b61b658bf8699dab>

Committed code in Release\_2.4.0 of ZCS Zimlet VNCTalk:

<https://redmine.vnc.biz/projects/vnc-zimlet-chat/repository/revisions/d62fd102951d90686e2939bac23b83439fb52f1e>