

Contact Injection Fails: How to Validate if SocialMiner is Fully Operational

Problem Summary	Contact Injection i.e. form submission fails . How to validate if SocialMiner is in Service or not
Possible Cause	SocialMiner is not operational.
Recommended Action	<p>Go to the Administration page on the SocialMiner user interface at <a href="http://<socialminer_hostname>/administration.jsp">http://<socialminer_hostname>/administration.jsp.</p> <p>A dashboard of system statuses indicates whether the various services and components of SocialMiner are working.</p> <p>SocialMiner also has a serviceability API that you can call to return much more detailed information about the state of the system.</p> <p>You can call the API from a browser at <a href="http://<socialminer_hostname>/ccp-webapp/ccp/serviceability">http://<socialminer_hostname>/ccp-webapp/ccp/serviceability</p> <p>One very useful call to this API to troubleshoot is <a href="http://<socialminer_hostname>/ccp-webapp/ccp/serviceability?category=systemConditions">http://<socialminer_hostname>/ccp-webapp/ccp/serviceability?category=systemConditions</p> <p>This returns a set of persistent raised conditions on SocialMiner that indicates a problem</p> <p>System conditions will be visible on the Administrator gadget itself.</p> <p>If any of the dashboard indicators are red, some part of the SocialMiner system is not operational. Check the system conditions for a possible explanation and resolution.</p>
Release	Release 9.0(1)
Associated CDETS #	None