

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

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| 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. A dashboard of system statuses indicates whether the various services and components of SocialMiner are working. SocialMiner also has a serviceability API that you can call to return much more detailed information about the state of the system. 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. 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 |