

## Customer Form Submission Takes an Unreasonably Long Time or Request Times Out

|                           |  |
|---------------------------|--|
| <b>Problem Summary</b>    | Customer form submission takes an unreasonably long time or request times out with 502 or 504 error.   |
| <b>Error Message</b>      | Customer form submit request timeout.  |
| <b>Possible Cause</b>     | Cisco SocialMiner server is not in service.<br>Proxy or firewall issues.   |
| <b>Recommended Action</b> | Customer form submission takes an unreasonably long time or request times out if SocialMiner is not in service or is in partial service.<br><br>If the SocialMiner server is behind a proxy this can show up as a 502 (proxy submitted request but received an error) or a 504 (proxy submitted request but it timed out before a response was returned).<br>Verify that the network path between the customer and SocialMiner is correctly configured on the customer's proxy and firewall. |
| <b>Release</b>            | Release 9.0(1)   |
| <b>Associated CDETS #</b> | None   |