

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

Problem Summary	Customer form submission takes an unreasonably long time or request times out with 502 or 504 error.
Error Message	Customer form submit request timeout.
Possible Cause	Cisco SocialMiner server is not in service. Proxy or firewall issues.
Recommended Action	Customer form submission takes an unreasonably long time or request times out if SocialMiner is not in service or is in partial service. 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). Verify that the network path between the customer and SocialMiner is correctly configured on the customer's proxy and firewall.
Release	Release 9.0(1)
Associated CDETS #	None