

## HTTP Status 500 message displays when opening Cisco MediaSense Administration after system restart

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| <b>Problem Summary</b>    | This exception message displays for the first few minutes after restarting Cisco MediaSense Release 9.0(1a) in a Cisco Services Ready Engine (SRE) deployment.                       |
| <b>Error Message</b>      | HTTP Status 500 The server encountered an internal error that prevented it from fulfilling this request.   |
| <b>Possible Cause</b>     | Resources of an SRE are relatively limited and MediaSense runs much slower on them than on other types of nodes. Because of this some resources will not be ready for a few minutes. |
| <b>Recommended Action</b> | Wait a few minutes and try again.  |
| <b>Release</b>            | 9.0(1a)  |
| <b>Associated CDETS #</b> | None   |