

Runtime Server Status is not green and Lock Timeout Expired error received

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| Problem Summary | You see a non-green icon next to Runtime Server Status in the System Administration gadget under the Administration tab. |
| Error Message | <p>The following error messages are present in the runtime logs:</p> <ul style="list-style-type: none"> • Caused by: java.sql.SQLException: Could not position within a table (table name). • Caused by: java.sql.SQLException: ISAM error: Lock Timeout Expired. |
| Possible Cause | Data from one of the informix tables can't be properly accessed because of a database lock. |
| Recommended Action | <ul style="list-style-type: none"> • Log in to the console of the SocialMiner server as the admin user configured at installation-time. • List the services and their statuses by typing utils service list in the command line. • Restart SocialMiner Runtime service by typing utils service restart SocialMiner Runtime. |
| Release | Release 9.0(x), 10.0(1), 10.5(1), 10.6(1) |
| Associated CDETS # | None |