

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

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