

SocialMiner system experiences intermittent network issues

Problem Summary	<p>SocialMiner systems running on all ESXi host versions may experience intermittent network issues. Examples of these issues include:</p> <ul style="list-style-type: none"> ? Unable to perform Chat and a timeout error is presented to the user. ? User sees an error related to not receiving real time updates in the user interface.
Error Message	<p>Potential error messages that may be seen with this issue include:</p> <ul style="list-style-type: none"> ? A timeout occurred loading the application. Refresh the browser or try again later. If problem persists, you may need to check your network connectivity. ? Your browser is currently not receiving real-time updates. Please try to refresh or contact your system administrator.
Possible Cause	<p>Large Received Offload (LRO) is not disabled on the host.</p>
Recommended Action	<p>Check the ESXi "Net" settings and disable LRO on the host. LRO can be disabled on ESXi/ESX hosts using this procedure.</p> <ul style="list-style-type: none"> ? Log in to the ESXi host or vCenter Server by using the vSphere Client. ? Navigate to the host in the inventory tree, and on the Configuration tab click Advanced Settings under Software. ? Select Net and scroll down until you reach parameters starting with Vmxnet. ? Set the following LRO parameters from 1 to 0: <pre>Net.VmxnetSwLROSL Net.Vmxnet3SwLRO Net.Vmxnet3HwLRO Net.Vmxnet2SwLRO Net.Vmxnet2HwLRO</pre> <ul style="list-style-type: none"> ? Reboot the ESXi/ESX host to apply the changes.
Release	<p>Release 9.0(x), 10.0(1), 10.5(1), 10.6(1)</p>
Associated CDETS #	<p>None</p>