

## SocialMiner system experiences intermittent network issues

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