

**SocialMiner Chat - Connection times out**

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| <b>Problem Summary</b>    | When submitting a chat request, a customer sees a browser error: "The connection has timed out. The server at <SocialMiner IP Address> is taking too long to respond."   |
| <b>Error Message</b>      | The connection has timed out. The server at <SocialMiner IP Address> is taking too long to respond.  |
| <b>Possible Cause</b>     | The Cisco Tomcat service is down.  |
| <b>Recommended Action</b> | <p>Sign in to the console of the SocialMiner server as the administration user.</p> <p>List the services and their statuses by typing: <i>utils service list</i></p> <p>Verify that the status for the Cisco Tomcat service is not [STARTED].</p> <p>Start the Cisco Tomcat service by typing: <i>utils service start Cisco Tomcat</i></p> |
| <b>Release</b>            | Release 9.0(x), 10.0(1), 10.5(1), 10.6(1)  |
| <b>Associated CDETS #</b> | None   |