

**SocialMiner Chat - Connection times out**

<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