

SocialMiner Chat - Connection times out

Problem Summary	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."
Error Message	The connection has timed out. The server at <SocialMiner IP Address> is taking too long to respond.
Possible Cause	The Cisco Tomcat service is down.
Recommended Action	<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>
Release	Release 9.0(x), 10.0(1), 10.5(1), 10.6(1)
Associated CDETS #	None