

SocialMiner Chat - Error connecting to server

Problem Summary	Customer sees the Chat text field go gray and "Connecting to server..." followed by "Error connecting to server." messages.
Error Message	"Error connecting to server."
Possible Cause	The Cisco Tomcat service has gone down.
Recommended Action	Sign in to the console of the SocialMiner server as the administration user. List the services and their statuses by typing: <i>utils service list</i> Verify that the status for the Cisco Tomcat service is not [STARTED]. Start the Cisco Tomcat service by typing: <i>utils service start Cisco Tomcat</i>
Release	Release 9.0(x), 10.0(1), 10.5(1), 10.6(1)
Associated CDETS #	None