

## SocialMiner User Interface - Sluggish Performance or Timeouts

<b>Problem Summary</b>	Your SocialMiner system is not working optimally.
<b>Error Message</b>	You might see errors stating that requests are taking too long. The RTMT logs might show Alerts.
<b>Possible Cause</b>	SocialMiner agents are connecting to SocialMiner from an outside network that uses a proxy. SocialMiner is receiving all requests from the same IP address.
<b>Recommended Action</b>	If your system is already in this situation, reboot the SocialMiner server. To prevent this situation, the IT administrator must open a tunnel to the SocialMiner server or exclude the SocialMiner IP address from the proxy.
<b>Release</b>	Release 9.0(x), 10.0(1), 10.5(1), 10.6(1)
<b>Associated CDETS #</b>	None