

SocialMiner User Interface - Sluggish Performance or Timeouts

Problem Summary	Your SocialMiner system is not working optimally.
Error Message	You might see errors stating that requests are taking too long. The RTMT logs might show Alerts.
Possible Cause	SocialMiner agents are connecting to SocialMiner from an outside network that uses a proxy. SocialMiner is receiving all requests from the same IP address.
Recommended Action	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.
Release	Release 9.0(x), 10.0(1), 10.5(1), 10.6(1)
Associated CDETS #	None