

When Webservices is called via the browser, it will timeout if the process lasts longer than 60 seconds

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT Server version 6.1.5 and later
- In EFT v8 and later, add the values below to the [AdvancedProperties.json](#) file

SYMPTOM

When Webservices is called via the browser, it will timeout if the process lasts longer than 60 seconds. (IE will display "Internet Explorer cannot display the webpage".) For example, when a user executes a Timer event via Webservices and attempts to copy a large file to a server using FTP, the browser times out. Even though the process completed successfully, the user is provided no indication of success.

RESOLUTION

A registry key allows you to set a value other than the default 60-second timeout.

On 32-bit systems:

```
[HKEY_LOCAL_MACHINE\SOFTWARE\GlobalSCAPE Inc.\EFT Server 4.0]
```

On 64-bit systems:

```
[HKEY_LOCAL_MACHINE\Software Wow6432Node\GlobalSCAPE Inc.\EFT Server 4.0]
```

Create the DWORD WebServiceTimeout then set the value in seconds.

If this value is absent, the default is 60 seconds. This value is currently checked for each Web Service connection, so the EFT Service does **not** need to be restarted for this setting to take effect.

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/10553/When-Webservices-is-called-v...>