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 v6.1.5 and later

EFT v8 and later, advanced properties are stored in the advancedproperties.json file in EFT's \ProgramData\ directory instead of the registry. For details, refer to "Advanced Properties" in the EFT help for your version of EFT.

SYMPTOM

When Webservices is called via the browser, it will timeout if the process lasts longer than 60 seconds. For example, when EFT 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

Apply an advanced property to set a value other than the default 60-second timeout. For example, you could increase the timeout from 60 seconds to 90 seconds.

If this advanced property is not defined, the timeout is 60 seconds. This value is checked for each Web Service connection, so the EFT server service does ***not*** need to be restarted for this setting to take effect.

In v8.0 and later, add the name:value pair to the advancedproperties.json file as described in the "Advanced Properties" topic in the online help for your version of EFT.

```
{
"WebServiceTimeout": 90
}
```

In versions prior to v8.0:

<u>On 32-bit systems:</u>

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```
[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.

GlobalSCAPE Knowledge Base
https://kb.globalscape.com/Knowledgebase/10553/When-Webservices-is-called-v...