

"Timeout" in EFT logs is not necessarily an error

DISCUSSION

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT v6 and later

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EFT activities can be logged in various places:

- The main EFT activity log is saved in the **Logs** subdirectory of the installation directory (e.g., **C:\ProgramData\Globalscape\EFT Server Enterprise\Logs**). The file name depends on the log file format (ex, in, nc) and the date/time it was created. For example, a log file in the Microsoft IIS format created on August 22, 2007 is named in070822.log.
- When EFT's Download and Copy/Move Action offloads or downloads files to/from other servers, the session is recorded to a client log file: cl[yymmdd].log, e.g., cl060312.log.
- HTTP request headers, Authentication Manager activity, and Configuration load activity, can be saved to the **EFT.log** file using Log4Cplus logging.
- EFT service startup and failure events appear in the Windows Event Viewer **Application** Log.
- Auditing and Reporting module (ARM) errors can be logged to a text file and viewed in the Windows Event Viewer.
- AS2 information is logged to the ARM database.

The log reference to "Timeout" is not actually a problem, it is by design in our software. Our auditing mechanism periodically disconnects and reconnects to the database server in order to avoid complications of long-running open connections; in particular, drivers in Oracle 11g are notorious for having slow memory leaks that caused problems over time. Thus, our

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system has a timeout value (default to 180 seconds) where we disconnect and reconnect to ensure clean processing. The 180 seconds is currently hardcoded into our system.

For example, these log entries are fully expected and do NOT indicate any error:

06-10-15 11:36:29,997 [1848] INFO ARM - Timeout: closing the database connection
[timeout = 180 seconds]

06-10-15 11:36:32,774 [1848] INFO ARM - Database connection closed. Reconnecting...

06-10-15 11:36:32,852 [1848] INFO ARM - Reconnection successful

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