

pc_server times out; disconnects user.

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 20, 21, 22, 23
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Description:

We find that the pc_server is timing out the client -- and disconnecting the user -- when the user doesn't hit Enter for a minute or two.

Resolution:

There's a PC_SERVER_TIMEOUT value in pc_server_defaults, but it is used to determine the max time in seconds in which the server attempts to handle a single transaction. If this time is exceeded, the message "Server failed to execute request after nn seconds" is issued. So this variable does **not** come into play in the not-hitting-Enter situation.

The \$aleph_proc/pc_server has PC_CONNECTION_TIMEOUT and PC_IDLE_CONNECTION_TIMEOUT values. Neither of these timeouts results in a message to the user; it seems that they operated behind-the-scenes. As of July, 2016, we are still studying their effect.

In this case the disconnection was being done by a timeout value in the **firewall**. Setting that higher corrected the problem.

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