

## Ingest of Large Files Failing Due to Time-Outs

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### Symptoms

Ingest is failing when there are large files, for example video files of over 1GB, with log entries like:

```
22/01/2016 10:51:05 AM : Exception during ingesting, Error unmarshaling return header;  
nested exception is: java.net.SocketTimeoutException: Read timed out
```

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### Solution

Ingest calls on this script:

```
/exlibris/dtl/j3_1/digitool/home/system/bin/tasker.sh
```

The path to the file may differ on your server. Enter `>j_bin` at the terminal to change to the correct directory.

The TCP socket time-out threshold is configured in the script thus:

```
-Dsun.rmi.transport.tcp.responseTimeout=1500000
```

The default (as above) is 1,500,000 milliseconds, 25 minutes

If this value is lower than the default, you should consider raising it to 1,500,000, or increasing beyond 25 mins. if necessary.

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### Note

It is not necessary to restart any Digitool processes or components after making this change