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## Timeout errors/ERR\_CONNECTION\_TIMED\_OUT searching OPAC

- **Product:** Aleph
  - **Product Version:** 20, 21, 22, 23
  - **Relevant for Installation Type:** Dedicated-Direct, Direct, Local, Total Care
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### Description

Though OPAC searching is generally working OK, the following errors are seen periodically for certain users:

```
This site can't be reached
<DNS or hostname> took too long to respond.
...
ERR_CONNECTION_TIMED_OUT
```

An examination of the `www_server` log shows that the particular transactions which get this error are *\*not\** reaching the `www_server`: there is *\*no\** entry in the `www_server` log for this PC's IP address during this time period.

### Resolution

This PC had Avast Endpoint Protection software on it. Adding the hostname and IP address of the server to the Avast list of Allowed sites corrected the problem. (There's no reason to believe that the same wouldn't be seen with other "endpoint protection"/security software and that the same addition to the Allowed sites would be required.)

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- **Article last edited:** 3-Aug-2016