

## Contents

- [1 Scenario Setup](#)
- [2 Problem Statement](#)
- [3 Log Out is Not Required!](#)
- [4 Why the delay? Will the logs explain it?](#)
- [5 egpl\\_master.properties](#)
- [6 Resolution](#)

## Scenario Setup

### File Server

1. Edit egpl\_master.properties file to change "controllerreq.timeout" to 6 seconds

### Application Server

1. Stop/Start Cisco Service to take effect

## Problem Statement

Unable to start the Archive process. Pop-up forces administrators to "Log Out Now."

## Log Out is Not Required!

Log in as SA and try to start the Archive process from the System Console. You should receive the error before the process starts successfully.

Although the only option in the pop-up may appear to be Log Out Now, a user can click the X to close the pop-up and wait for the application to catch up. This is commonly seen when starting processes in the System Console. If the Java process does not finish starting before the default timeout of 60 seconds, the pop-up will be displayed. Notice the bottom progress bar still shows "Starting process" and the status says "Stopped"

## System\_Encountered\_A\_Delay\_In\_Getting\_Data

The screenshot shows the Cisco Interaction Manager interface. On the left is a 'Tree: System' navigation pane. The main area displays a 'List: Archive' table with the following data:

Name	Description	State
archive-process	Archive process	Stopped

A modal dialog box titled 'Cisco Interaction Manager Message' is open, containing the text: 'This action could not be completed because the system encountered a delay in getting data from the server. To ensure correct data, you will need to log out and then log in again. If you were working in a text editor and would like to save the information for use later, please copy it into another program and then click the Log Out Now button.' A 'Log Out Now' button is visible at the bottom of the dialog.

At the bottom of the interface, the 'Log Out Now' button is highlighted with a red box. The status bar shows 'User name: sa' and 'Language: English'.

Once the hourglass changes to a normal mouse cursor, the process says "Running," and the bottom progress bar shows "Ready," we can simply close the pop-up and continue on with our session.

The screenshot shows the Cisco Interaction Manager interface after the delay. The 'List: Archive' table now shows the 'archive-process' in a 'Running' state:

Name	Description	State
archive-process	Archive process	Running

The modal dialog box is still present, but the 'Log Out Now' button is no longer highlighted. The status bar at the bottom now shows 'Ready' in the progress bar, which is highlighted with a red box. The 'User name: sa' and 'Language: English' information remains the same.

## Why the delay? Will the logs explain it?

This issue is occurring for all processes, so it is more of an **application-wide** issue. Individual process logs will not be useful.

Logging in as SA requires only the core services (DSM Controller, DSM Registry Server) to be able to access the console - and of course, an Application Server. Start with those logs and look for "timeout" to find your start process request.

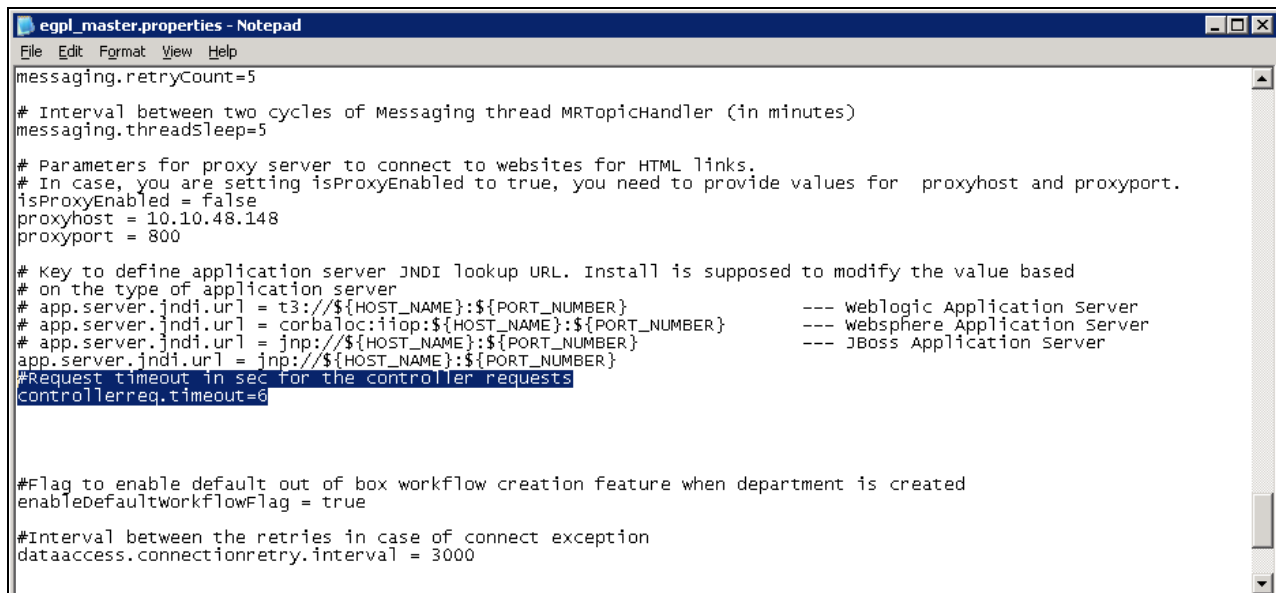
```
2011-06-23 04:35:01.506 GMT-0400 <@> ERROR <@> [405:ajp-eimApp.eim.lab%2F14.104.48.16-15006-3] <@>
```

But where is this timeout set? One of the core property files to the system:

C:\CIM\eservice\config\egpl\_master.properties The timeout message in the log states the field being used: "controller request" --> "controllerreq"

## egpl\_master.properties

We can see in the properties file that controllerreq.timeout is set extremely low, and would explain why we saw timeouts when starting processes.



```
egpl_master.properties - Notepad
File Edit Format View Help
messaging.retryCount=5
# Interval between two cycles of Messaging thread MRTopicHandler (in minutes)
messaging.threadsSleep=5
# Parameters for proxy server to connect to websites for HTML links.
# In case, you are setting isProxyEnabled to true, you need to provide values for proxyhost and proxyport.
isProxyEnabled = false
proxyhost = 10.10.48.148
proxyport = 800
# Key to define application server JNDI lookup URL. Install is supposed to modify the value based
# on the type of application server
# app.server.jndi.url = t3://${HOST_NAME}:${PORT_NUMBER}          --- Weblogic Application Server
# app.server.jndi.url = corbaloc:iiop:${HOST_NAME}:${PORT_NUMBER} --- Websphere Application Server
# app.server.jndi.url = jnp://${HOST_NAME}:${PORT_NUMBER}       --- JBoss Application Server
app.server.jndi.url = jnp://${HOST_NAME}:${PORT_NUMBER}
#Request timeout in sec for the controller requests
controllerreq.timeout=6
#Flag to enable default out of box workflow creation feature when department is created
enableDefaultWorkflowFlag = true
#Interval between the retries in case of connect exception
dataaccess.connectionretry.interval = 3000
```

The default timeout of 60 seconds can be increased, but keep in mind that this is typically only masking a much larger problem. It should be considered little more than a band-aid until a more in-depth investigation can occur.

1. Open C:\CIM\eservice\config\egpl\_master.properties
2. If administrators are receiving the messages during normal admin activities, increase "controllerreq.timeout" from 60 to something higher (i.e. 120).
3. **Note** that the "action.timeout" variable was removed in 4.3(2). Timeout of agent activities is managed by the application itself after 4.3(1).
4. Save and reboot all Application Servers in the deployment for the change to take effect.

## **Resolution**

The majority of the time this issue occurs, it is due to network latency between the Application/Web servers and agents, or between the EIM/WIM components themselves. (such as a slow response from the database, or a heavily-used process with DEBUG-level logging).

A network audit would be a great recommendation for repeated but sporadic occurrences after property files have been verified.