

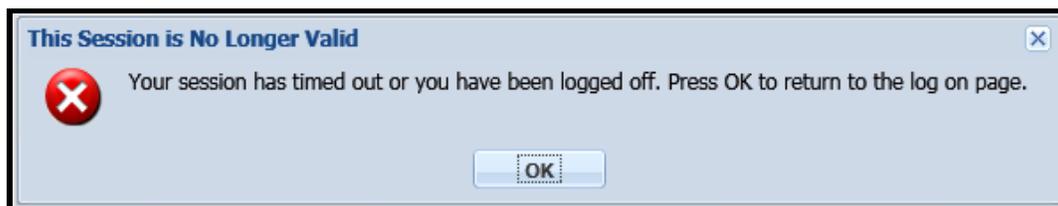
# Kofax Transformation Modules Thin Client Timeout Settings

*Application Note*

<b>Date</b>	June 29, 2011
<b>Applies To</b>	Kofax Transformation Modules (KTM) 4.5, 5.0, 5.5
<b>Summary</b>	This application note provides information about various timeout settings which can affect the Kofax Transformation Modules (KTM) Thin Client.
<b>Revision</b>	1.0

## Kofax Transformation Modules Thin Client Timeout Settings Overview

As with any Web or network application, the Kofax Transformation Modules (KTM) Thin Client will wait a defined amount of time before assuming that a remote component is unable to respond. If this threshold of time passes, the user will see an error showing that the connection has timed out:



In many cases if this occurs, it warrants deeper investigation to find out if there are other errors occurring on the server which would lead to the Thin Client not being able to respond. However in cases where there are large batches/documents, a large KTM project, or a slow connection, this may be an indication that the Thin Client was not able to complete normal operations before running into the default timeout values.

If it is unclear if the Thin Client is experiencing an actual error, or just running out of time while loading large components, timeout values can be raised to help diagnose the problem.

## Settings in JavaScript

**Timeout** - This setting controls the amount of time that the client browser will wait for a response from the Web server. The value is in milliseconds and defaults to 60000 (60 seconds). When using a large KTM project or large batches/documents the default timeout may need to be extended.

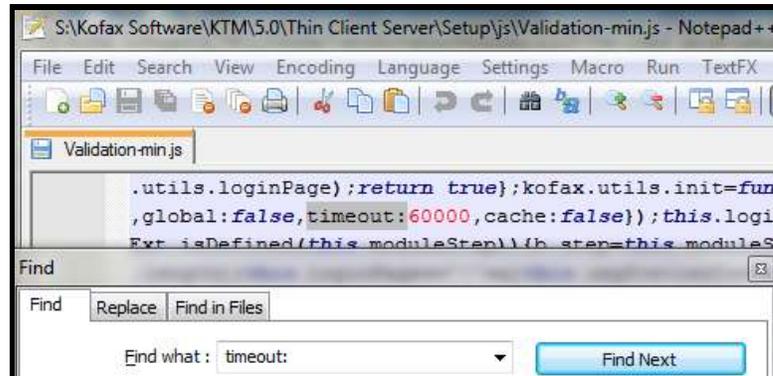
This setting is only present in JavaScript files in Thin Client version 4.5 and 5.0. Starting with 5.0 SP1 and 5.5, this setting has been externalized to the web.config file.

1. Navigate to the js subfolder where the KTM Thin Client is installed. This defaults to C:\Program Files (x86)\Kofax\Transformation\ThinClientServer\js
2. Open Validation-min.js in a text editor.
3. Search for "timeout:"

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- The value following "timeout:" can be changed to the desired timeout in milliseconds.



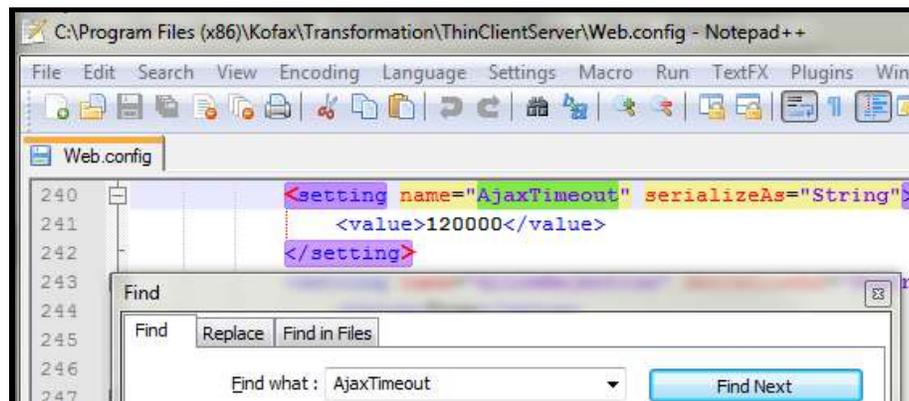
- Repeat steps 2-4 for each file in the js folder. This includes Validation-min.js, ValidationLogin-min.js, Verification-min.js, and VerificationLogin-min.js. For Thin Client version 5.0, this also includes Correction-min.js and CorrectionLogin-min.js.

### Settings in web.config

**AjaxTimeout** - This setting controls the amount of time that the client browser will wait for a response from the Web server. The value is in milliseconds and defaults to 120000 (120 seconds). When using a large KTM project or large batches/documents the default timeout may need to be extended.

This setting is only present in the web.config file starting with 5.0 SP1 and 5.5. Prior versions set this value directly in JavaScript.

- Navigate to the folder where the KTM Thin Client is installed. This defaults to C:\Program Files (x86)\Kofax\Transformation\ThinClientServer
- Open web.config in a text editor.
- Search for "AjaxTimeout"
- The number between the value tags can be changed to the desired timeout in milliseconds.



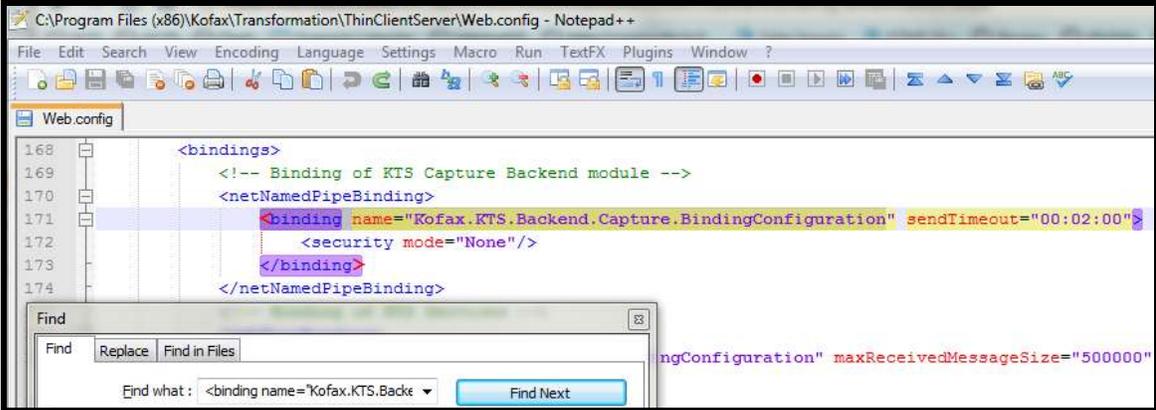
**sendTimeout** – This setting controls the amount of time that KCThinClientModule.exe will wait for a response from Kofax Capture. The value is a string in HH:MM:SS format. In 5.0 SP1 and 5.5 the value is set to 2:00 during installation. In prior versions the value was not set and defaults to 1:00. When using a large KTM project or large batches/documents, the default timeout may need to be extended.

- Navigate to the folder where the KTM Thin Client is installed. This defaults to C:\Program Files (x86)\Kofax\Transformation\ThinClientServer

# KTM Thin Client Timeout Settings

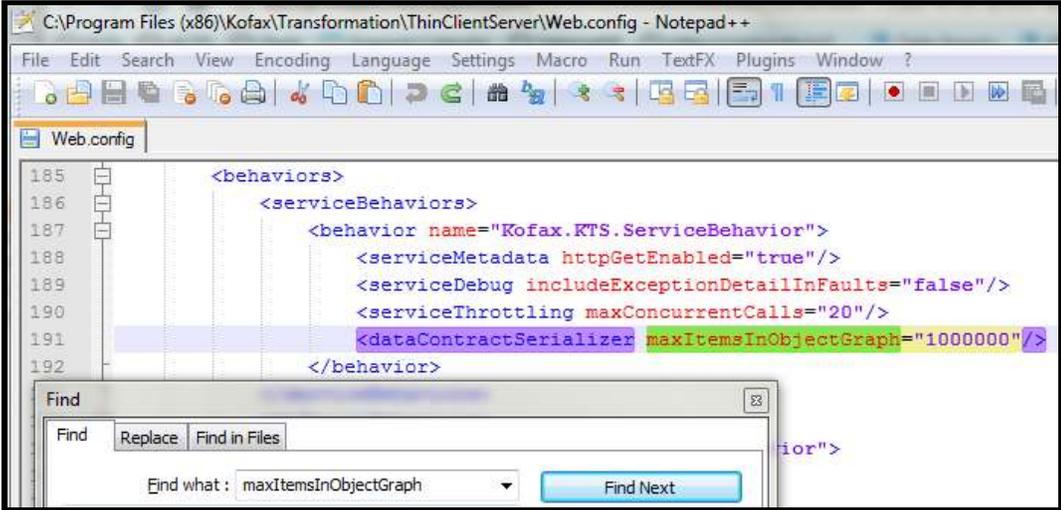
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- 2. Open web.config in a text editor.
- 3. Search for "<binding name="Kofax.KTS.Backend.Capture.BindingConfiguration"
- 4. The sendTimeout attribute is present in versions 5.0 SP1 and 5.5, but will need to be added in prior versions.
- 5. The value of the sendTimeout attribute can be set or raised as needed using a HH:MM:SS format.



**maxItemsInObjectGraph** – When using a large KTM project or large batches/documents, this setting may need to be raised. This setting is only present in versions 5.0 SP1 and 5.5 in which it defaults to 1000000. Microsoft .NET documentation indicates that if not set, this setting defaults to Int32.MaxValue (2,147,483,647).

- 1. Navigate to the folder where the KTM Thin Client is installed. This defaults to C:\Program Files (x86)\Kofax\Transformation\ThinClientServer
- 2. Open web.config in a text editor.
- 3. Search for "maxItemsInObjectGraph"
- 4. The maxItemsInObjectGraph attribute can be increased or removed entirely, which reverts it to the default of Int32.MaxValue (2,147,483,647).



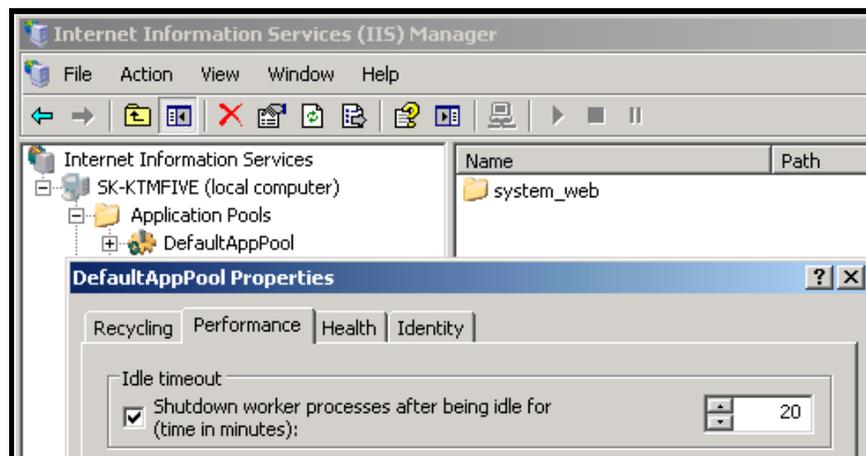
## Settings in IIS

A full discussion of IIS settings is beyond the scope of this document, however, the settings below are specifically worth mentioning. They both relate specifically to user inactivity. If a user does not take any action which interacts with the server, like confirming a field or moving between documents, for longer than the threshold in these settings, then they will be logged out and their batch will be suspended saving any changes which had already been confirmed.

**Idle timeout** – This setting defaults to 20 minutes. If there is no user activity on the Thin Client Application Pool, then the Application Pool will shut down after this amount of time. Users will be logged out and their batches will be suspended saving any changes which had already been confirmed. The Application Pool will start again when a user next tries to connect.

### Instructions for Windows 2003, IIS 6.0

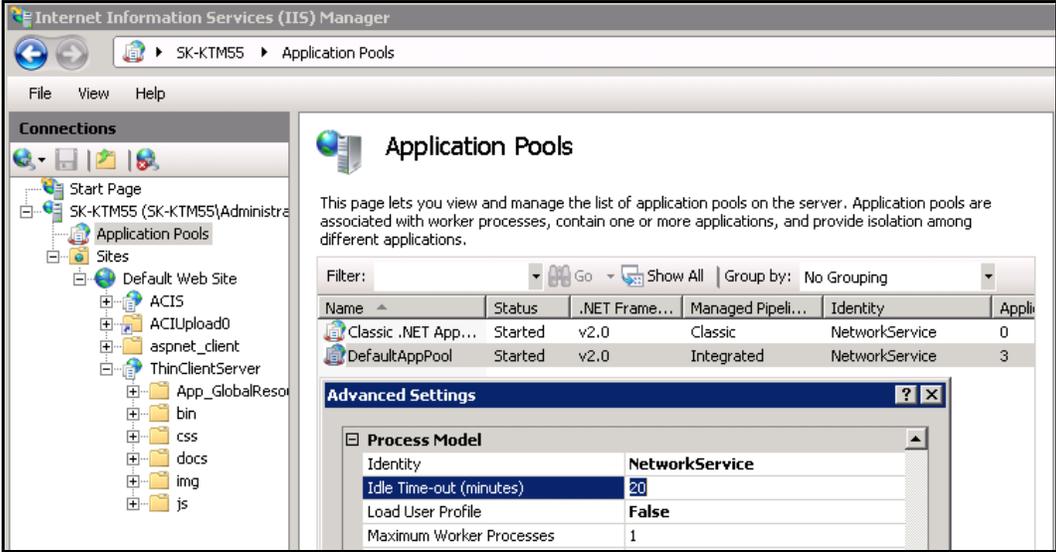
1. Right-click on the Application Pool being used for the KTM Thin Client and click Properties.
2. Click the Performance tab
3. Disable or adjust the value for “Idle timeout”



# KTM Thin Client Timeout Settings

## Instructions for Windows 2008, IIS 7.x

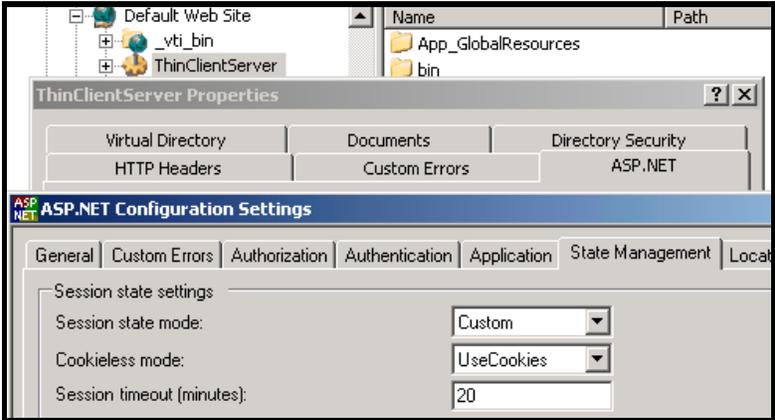
- 1. Right-click on the Application Pool being used for the KTM Thin Client and click Advanced Settings.
- 2. Scroll down to the Process Model settings.
- 3. Adjust the value for "Idle Time-out (minutes)"



**Session timeout** – This setting defaults to 20 minutes. If one particular user is idle, then their session will expire after this amount of time. They will be logged out and their batch will be suspended saving any changes which had already been confirmed.

## Instructions for Windows 2003, IIS 6.0

- 1. Right-click on the Application Thin Client Virtual Directory and click Properties.
- 2. Click the ASP.NET tab and click Edit Configuration
- 3. Disable or adjust the value for "Session timeout (minutes)"



## KTM Thin Client Timeout Settings

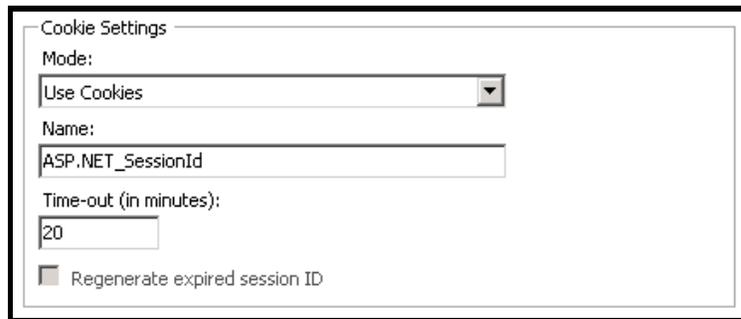
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### **Instructions for Windows 2008, IIS 7.x**

1. Click on the Thin Client Application.
2. Double-click on Session State in the ASP.NET Group



3. Adjust the value for “Time-out (in minutes)”



### **Thin Client Timeout Settings Summary**

Timeout messages can occur in KTM Thin Client for the following reasons:

1. Large KTM Project
2. Large Batches/Documents
3. Slow connections
4. Idle Users
5. Unspecified errors

For reasons 1-4, increasing timeout settings can prevent these messages and allow correct operations. In the case of unspecified errors, increasing timeout values may assist in diagnosing the underlying issues.