

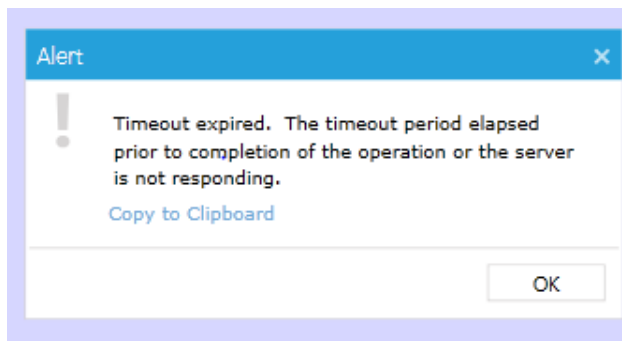
Timeout Expired Error

Platform

Notify

Summary

Timeout expired. The timeout period elapsed prior to completion of the operation or the server is not responding.



Description

The above error is often the result of a set of information taking too long to load, resulting in the web page timing out. This often happens when attempting to generate a report, but can also happen in other areas as well.

Troubleshooting

This error has a couple of possible solutions:

1. Try narrowing your criteria to shorten the load time of the data and prevent the error.
2. If step 1 does not work, contact Support at support@aldensys.com and inform them of the error.
 - a. Support will need to request a modification that either:
 - i. Narrows the criteria in the code
 - ii. Allow the user to enter some criteria that will reduce the data returned to the user