NATO Communications and Information Agency
Agence OTAN d'information et de communication

LCM CONNECTION TIMEOUT IN LIMITED BANDWIDTH ENVIRONMENTS

Last updated: 20 May 2022

Applies to: LOGFAS **7.x.x.**

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Document change log			
Version	Comments	Date	Author
1.0	Initial version	17-May-22	Stanislav HRABOVSKY

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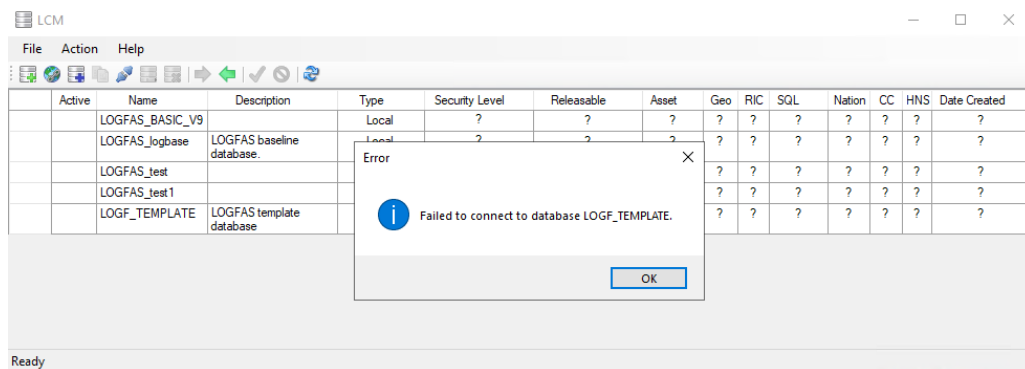
1. GENERAL

In the certain circumstances with limited bandwidth in the internal network, there might be the LCM connection issues observed after LOGFAS upgrade to version 7.x.x that were not occurring in LOGFAS 6.5.0 or bellow.

Databases, including locals and templates, show with "?" in LCM, and LCM gives the error "Failed to connect to database LOGF_TEMPLATE" and fails for other databases, local and remote. In the same network, no issues with LOGFAS 6.5.0 server or client, remote or local DBs.

2. SYMPTOMS / CAUSE

In case of the network bandwidth is lower than apx. 10Kb/s, LCM is not possible to connect to databases.

LCM has by default a time out value set to 20 seconds. If this values is exceeded due to the low bandwidth the following error is thrown:

3. RESOLUTION / WORKAROUND

1. Navigate to the 'C:\Program Files\NATO\LOGFAS70\Common' folder.
2. Locate and Open *LCM.exe.config* file in a text editor.
3. Increase OdbcTimeout value from 2 seconds to desirable one.

```
<add key="OdbcTimeout" value="2"/>
```

Note: value="0" represents indefinite time

This issue will be fully solved in a future LOGFAS release.

No further action is required.