

# FREQUENTLY ASKED QUESTIONS

COSEC

What  
When  
Which  
Where  
How  
Who  
Why



**Date:** 13<sup>th</sup> May, 2016

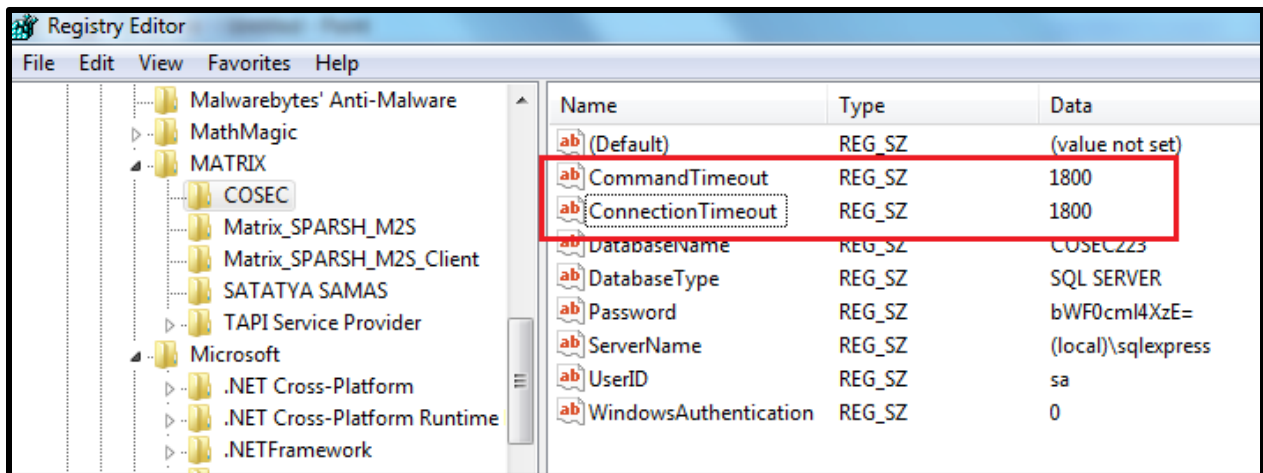
**Version:** V1R1

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## How to troubleshoot the timeout error which appears while upgrading COSEC Database?


If timeout error appears while upgrading database, follow below mentioned steps:

1. Open Registry Editor by typing 'regedit' in run window.
2. Go to below traced path in Registry Editor:  
COMPUTER\HKEY\_LOCAL\_MACHINE\SOFTWARE\MATRIX\COSEC
3. Set Command Timeout = 1800 and Connection Timeout = 1800



4. Now, go to below path:  
C:\Windows\Microsoft.NET\Framework\v4.0.30319\Config (for 32-bit PC)  
C:\Windows\Microsoft.NET\Framework64\v4.0.30319\Config (for 64-bit PC)
5. Open Machine file (file type: config) in notepad; add command in it as shown below and save it.

```
<system.transactions>  
<machineSettings maxTimeout="01:30:00" />  
</system.transactions>
```



```
machine - Notepad
File Edit Format View Help
    type="System.Web.Profile.SqlProfileProvider, System.Web, Version=4.0.0.0, Culture=neutral, PublicKeyToken=b03f5f
</providers>
</profile>
<roleManager>
  <providers>
    <add name="AspNetSqlRoleProvider" connectionStringName="LocalSqlServer" applicationName="/"
      type="System.Web.Security.SqlRoleProvider, System.Web, Version=4.0.0.0, Culture=neutral, PublicKeyToken=b03f5f
    <add name="AspNetWindowsTokenRoleProvider" applicationName="/"
      type="System.Web.Security.WindowsTokenRoleProvider, System.Web, Version=4.0.0.0, Culture=neutral, PublickeyTok
    </providers>
  </roleManager>
</system.web>
<system.transactions>
  <machineSettings maxTimeout="01:30:00" />
</system.transactions>
</configuration>
```

6. Upgrade the database again and wait until it gets upgraded.

**Note:** - Do not abort upgrading process if Database Utility shows 'not responding'.  
For bigger database it will take more time.

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