



Controlling RPC Errors

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Problem Certain customers experience RPC errors randomly (codes 12002, 12019, 12152 etc) while using 6.x Web client.

The RPC errors are primarily driven by CM/Master and/or Network performance issues. If the CM/Master/Network takes more than default 30 seconds to respond, client gives RPC errors. In order to avoid this, timeout/keep-alive related parameters need to be increased both in web server configuration and IE/Firefox browser.

Solution Increase the timeouts in server and IE Browser as follows: First step is to be done on CM server and second one is to be done by any user of TES using IE browser and third (optional) one if using Firefox browser.

Step 1 Change maxIdleTime (from 30 seconds to 120 seconds or higher) in webservice.xml file in CM/config folder.

<Set name="maxIdleTime">30000</Set> change to <Set name="maxIdleTime">120000</Set>



Note This setting is in two places – one under SSL section, update both places (particularly important if SSL/HTTPS is being used).

Step 2 Add a KeepAliveTimeout for IE Browser:

- a. Click Start, click Run, type regedit, and then click OK.
- b. Locate and then click the following key in the registry:

HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\InternetSettings

- c. On the Edit menu, point to New, and then click DWORD Value for 32 bit



Note For 64-bit browsers/users, select QWORD or if in doubt, add both.

- d. Type KeepAliveTimeout, and then press ENTER.
- e. On the Edit menu, click Modify.



- f. Type the appropriate time-out value (in milliseconds), and then click OK. For example, to set the time-out value to two minutes, type 120000.
- g. Restart Internet Explorer.

Step 3 Firefox browser has a default 115 seconds so, it may not need any changes once server timeout is changed. The same can be confirmed/edited as follows:

- a. In the URL field type: about:config
 - b. Look for network.http.keep-alive.timeout
 - c. Double-Click the above line and a pop-up opens up allowing it to be edited. Value is in seconds.
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Note

If the browser has one value (say 120000) and the Webserver.xml (say 60000) has a different value then the lower value between the two (60000) is what the time to live is really going to be end-to-end across the chain of systems involved. If you still see RPC errors, we need to analyze the system health/configuration and these and other parameters may need to be further increased if that is really required.
