



# Server Side Mandatory Settings

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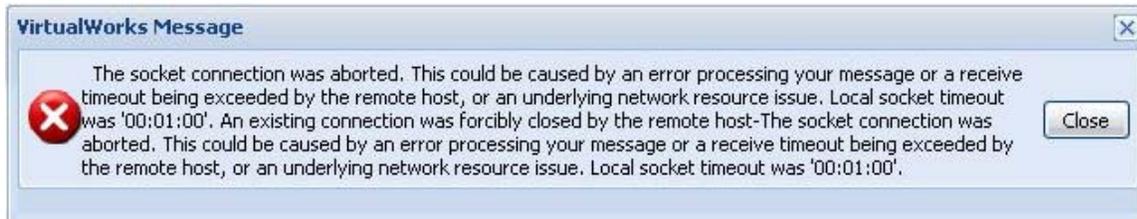
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## 1.0 Steps for Service Throttling

While working with the application, on certain occasions, system prompts with a Socket connection aborted error message (see the image below for the detailed error message) as soon as any task is being executed. System will continue to display the same error message for any successive tasks.

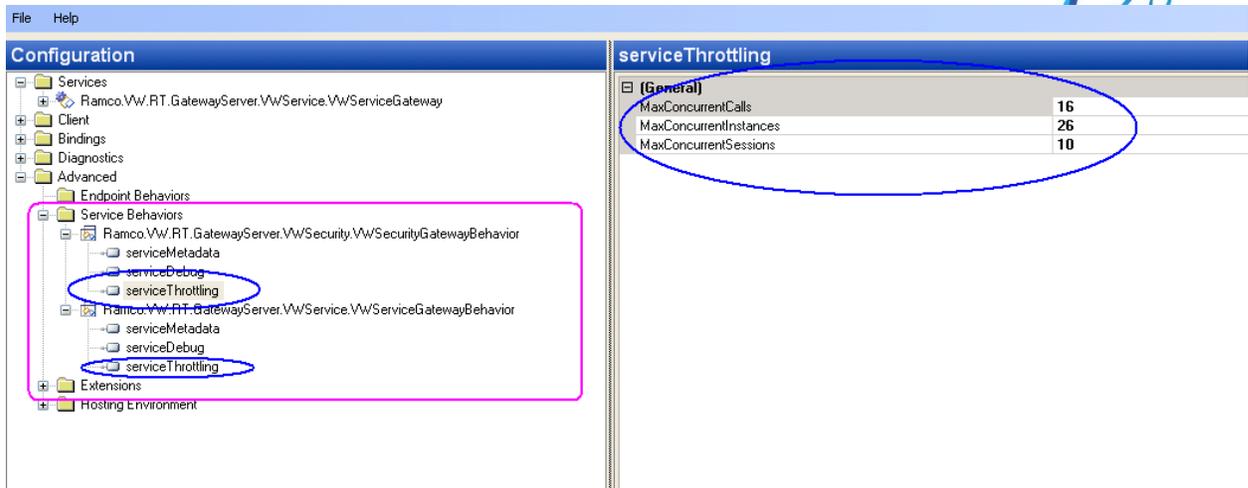


To resolve this error, following steps should be done.

These steps should be done only on environments running on DotNet Patch 11 or above with Communicator Type set to 1

### Changes to be done in APP Server:

1. Stop Ramco.VW.RT.GatewayServerHost service from Services panel.
2. Stop IIS and W3SVC (in Application Server)
3. Open SvcConfigEditor.EXE. (Refer the link <http://ramcobl91/rvwsupport/home/rvwtools.asp> for downloading this exe. For external users, refer the link <http://202.144.30.124/rvwsupport/home/rvwtools.asp>)
4. Drag and drop WEB.Config from the folder ..\VirtualWorks\VWService into the SvcConfigEditor application.



5. Explore to the "Service Behaviors" -> Ramco.VW.RT.GatewayServer.VWSecurity.VWSecurityGatewayBehavior -> "Service Throttling" node.

6. On the right pane, under "General" node, there will be three keys viz., MaxConcurrentCalls, MaxConcurrentInstances and MaxConcurrentSessions. The logic for the values for these parameters is:  
 Parameter value for MaxConcurrentInstances = (Parameter value for MaxConcurrentCalls + Parameter value for MaxConcurrentSessions)

The default values for these parameters are 16, 26 and 10 respectively.

7. Set the value of the parameters to 100, 200, 100 respectively. (This is based on the current analysis. If this issue arises again even after setting this value, then please contact the Support team. Further modifications to this would be recommended on case by case basis after detailed analysis of the usage pattern.)

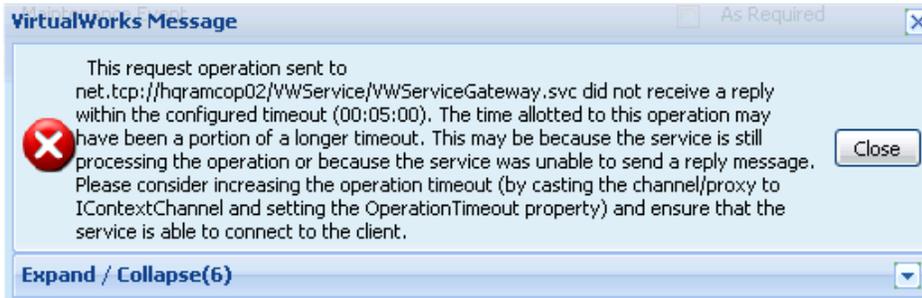
8. Continue steps 6 – 8 for the node "Service Behaviors" -> Ramco.VW.RT.GatewayServer.VWService.VWServiceGatewayBehavior -> "Service Throttling"

9. Click on File->Save and close the application.

10. Start the services IIS, W3SVC and Ramco.VW.RT.GatewayServerHost in the Services console.

## 2.0 Timeout issue with long running queries

In certain application screens, when the back end SP takes more than 5 minutes to complete, system throws errors as mentioned in the images below:



This issue will come only in WIN 2008 environments with Communicator Type = 1. This is has been fixed post patch 10. To solve this issue, do the settings as given below:

### Changes to be done in WEB Server:

1. Open Web.Config file from the path ..\VirtualWorks\IIS.
2. Look for the AppSettings node.



3. Along with the existing set of key entries add the key entry  
<add key="AsyncTimeout" value="3600"/>
4. Restart the W3SVC process from Services console.

**Changes to be done in APP Server:**

1. Check the Framework version on which the VWSERVICE APP Pool (or the pool on which VWSERVICE Virtual Directory is running) is configured. This setting can be checked through IIS Console.
2. Open Machine.Config file from the path as given in the table below:

Processor	Framework Version on which VWSERVICE App Pool runs	Machine.Config file Path
32 Bit	V 2.0	C:\Windows\Microsoft.NET\Framework\v2.0.50727
	V 4.0	C:\Windows\Microsoft.NET\Framework\v4.0.30319
64 Bit	V 2.0	C:\Windows\Microsoft.NET\Framework64\v2.0.50727
	V 4.0	C:\Windows\Microsoft.NET\Framework64\v4.0.30319

3. Modify System.Transactions section in machine.config by setting the allowDefinition attribute to "MachineToApplication" (from MachineOnly).

```
<sectionGroup name="system.transactions"  
type="System.Transactions.Configuration.TransactionsSectionGroup,  
System.Transactions, Version=2.0.0.0, Culture=neutral,  
PublicKeyToken=b77a5c561934e089, Custom=null" >
```

```
<section name="defaultSettings"  
type="System.Transactions.Configuration.DefaultSettingsSection, System.Transactions,  
Version=2.0.0.0, Culture=neutral, PublicKeyToken=b77a5c561934e089, Custom=null"  
/>
```

```
<section name="machineSettings"  
type="System.Transactions.Configuration.MachineSettingsSection, System.Transactions,  
Version=2.0.0.0, Culture=neutral, PublicKeyToken=b77a5c561934e089, Custom=null"  
allowDefinition="MachineToApplication" allowExeDefinition=" MachineOnly" />
```

```
</sectionGroup>
```



**Note:** If any .Net Framework or OS related security updates / patches is being run in future, there is a possibility that the above setting would get overwritten. So please re-confirm this setting after updating any security patches.

4. Open the WEB.Config file from the path ..\virtualworks\VWService folder and add the section given below:

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

**Where to add the above code in WEB.Config file?**

```
<?xml version="1.0" encoding="UTF-8"?>  
<configuration>  
  <configSections>  
    <section name="vwComponentSettings"  
type="Ramco.VW.RT.Config.VWComponentSettingsSection, VWHelper,  
Version=1.4.3.12, Culture=neutral, PublicKeyToken=3a721247b727f8b9" />  
  </configSections>  
  <vwComponentSettings configSource="VWComponentSettings.config" />  
<system.transactions>  
  <machineSettings maxTimeout="01:00:00" />  
</system.transactions>  
<system.web>  
  <compilation debug="false">  
    <assemblies>  
      <add assembly="Ramco.VW.RT.GatewayServer, Version=1.4.3.12,  
Culture=neutral, PublicKeyToken=3a721247b727f8b9" />  
    </assemblies>  
  </compilation>
```

```
</system.web>  
...  
...  
...  
</configuration>
```

5. Open the file `VWComponentSettings.config` from the folder `..\VirtualWorks\VWService` and modify the **transTimeout value from 300** (5 mins) **to 3600** (60 mins)

```
<vwComponentSettings>
```

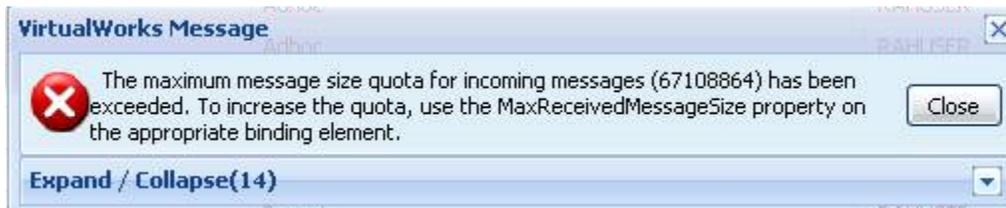
```
  <properties componentName="*" transTimeout="3600" transIsolation=""  
  extended="false"/>
```

```
</vwComponentSettings>
```

6. Restart the services `W3SVC` and `Ramco.VW.RT.GatewayServicesHost` from the Services Console.

### 3.0 Issue with Huge Buffer Set

While launching some reports or submitting some transactions that could run for more than 5 minutes, system throws the error as mentioned in the image below:



This issue will come only in WIN 2008 environments with Communicator Type = 1. This has been fixed post patch 10. To solve this issue, do the settings as given below:

**Changes to be done in WEB Server:**



1. Open the Bindings.Config file from the path ..\Virtualworks\IIS and modify the Buffer Size to 256MB from 64 MB. All the entries marked in Yellow needs to be modified from **67108864 to 268435456**.

```
<netTcpBinding>

  <binding name="NetTcpBinding_IVWSecurityGateway"
maxReceivedMessageSize="1048576">

  <readerQuotas maxDepth="32" maxStringContentLength="1048576"
maxArrayLength="16384"

  maxBytesPerRead="4096" maxNameTableCharCount="16384" />

</binding>

<binding name="NetTcpBinding_IVWServiceGateway"
maxBufferPoolSize="67108864" maxBufferSize="67108864"
maxReceivedMessageSize="67108864">

<readerQuotas maxDepth="32" maxStringContentLength="67108864"

  maxArrayLength="16384" maxBytesPerRead="4096"
maxNameTableCharCount="16384" />

  <security mode="None">

  </security>

</binding>
```

2. Restart the service W3SVC.
3. Recycle the APP Pool on which the RVW / EXTUI virtual directory is configured – In Inetmgr.

**Changes to be done in APP Server:**

1. Open the Bindings.Config file from the path ..\Virtualworks\VWService and modify the Buffer Size to 256MB from 64 MB. All the entries marked in Yellow needs to be modified from **67108864 to 268435456**.

```
<bindings>
```



```
<customBinding>  
  <binding name="loadbalancedNetTCPBinding" receiveTimeout="01:00:00">  
    <binaryMessageEncoding>  
      <readerQuotas maxDepth="32" maxStringContentLength="67108864"  
        maxArrayLength="16384" maxBytesPerRead="4096"  
maxNameTableCharCount="16384" />  
    </binaryMessageEncoding>  
    <tcpTransport maxBufferPoolSize="67108864"  
maxReceivedMessageSize="67108864"  
      maxBufferSize="67108864">  
      <connectionPoolSettings leaseTimeout="00:00:30" />  
    </tcpTransport>  
  </binding>  
</customBinding>
```

2. Restart the services W3SVC and Ramco.VW.RT.GatewayServicesHost from the Services Console.

## 4.0 Connection Timeout in RMINFO.DLL

It is strictly recommended to set the "Database Connection TimeOut in Seconds" setting in "RM Server Information" (in Config Generator) screen to 60 seconds. Any setting beyond 60 Secs. is not recommended as it could cause system Hang-like scenario.

**VIRTUAL WORKS CONFIGURATION GENERATOR** 3/3

**RM SERVER INFORMATION**

Resource Manager     Asset Resource Manager

Database Connection TimeOut in Seconds

- End of Document -



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