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"Lost connection to server, Reconnecting" while accessing or using QlikView documents with the Full Browser (AJAX) client

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Description

Opening or navigating a QlikView application with the Full Browser client leads to "Lost Connection, Reconnecting." This is often caused by large documents or complex calculations that take longer then the configured timeout.

The same behaviour is **not** seen when using the Internet Explorer plugin.
The problem can occur for both the **QlikView WebServer** and **Microsoft IIS**.

Cause

This issue may happen if the document contains complex formulas/calculations, or the data set is too large for the standard timeout.
The Internet Explorer plugin communicates directly with the QlikView Server, while the Full Browser Client (AJAX) communicates with the web server first. Different timeout values apply.
QlikView WebServer, as well as Microsoft IIS, have a timeout value which at a default of 60 seconds.

Resolution

There are different timeout values that can be adjusted to allow the web server to wait for a return from the QlikView server longer, as well as to allow calculations more time to complete. Keep in mind that it is recommended to tune these settings to an appropriate level based on your environment. The settings used in the examples below are based on very large applications.

QlikView WebServer

Increase `QvsTimeout` value.
- Stop the QlikView WebServer Service
- Navigate to `%ProgramData%\QlikTech\WebServer`
- Open `config.xml`
- Change `<QvsTimeout>60</QvsTimeout>` accordingly
- Save the file, and start the QlikView WebServer Service

For QlikView 12.10 and anything beyond November 2017

Increase `SocketTimeOutInSeconds` value. See QlikView 12.10 and November 2017 AccessPoint to Server timeout: Lost Connection to Server Reconnecting

- Stop the QlikView WebServer Service or the QlikView Settings Service
- Navigate to `C:\Program Files\QlikView\Web Server`
- Open `QVWebServer.exe.config`
- Inside the <appSettings> section, add the following key (if not already present):
  `<add key="SocketTimeOutInSeconds" value="600"/>`
- Save the file, and start the QlikView WebServer Service or the QlikView Settings Service

QlikView Server Calculation Timeout

Increase `Object Calculation Time Limit` in the QlikView Management Console (QMC). Default is 60 seconds.

In the QlikView Mananagement Console, navigate to **System > Setup > QVS@node > Performance** tab
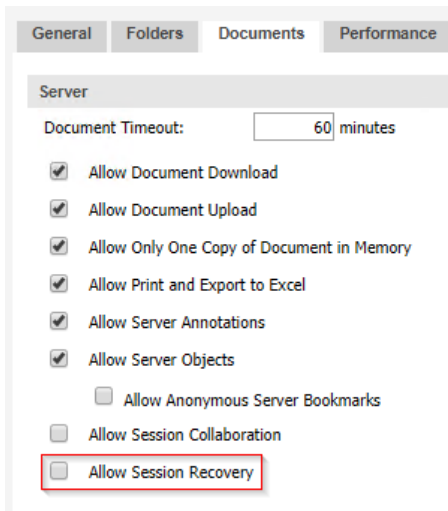Modify the Object Calculation Time Limit.

**Optional: Turn off Session Recovery**

This will prevent the Full Browser Client to reconnect to a previous session and may help with stability. It will not adjust any timeout values, however.

In the QlikView Mananagement Console, navigate to **System > Setup > QVS@node > Documents** tab
Uncheck the **Allow Session Recovery** box.

Microsoft IIS as the WebServer

Increase execution timeout in the Configuration Editor of IIS Manager.
Navigate to the WebSite which has QlikView installed and open the Configuration editor.
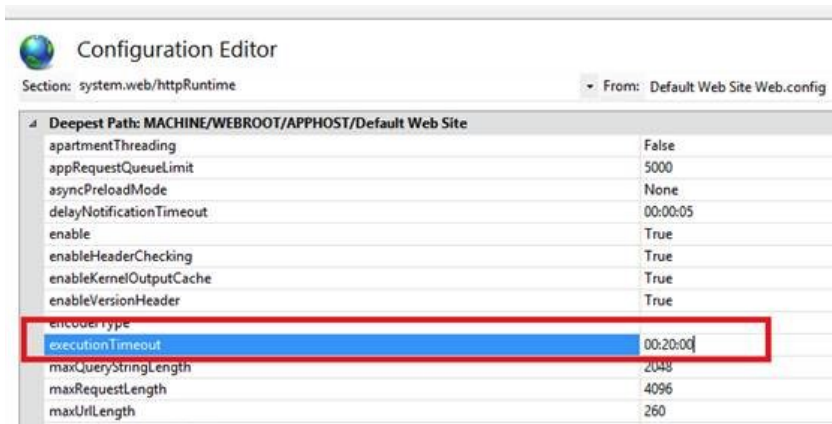
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