

# QlikView 12.10 and November 2017 AccessPoint to Server timeout: Lost Connection to Server Reconnecting

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## Description

Opening, or navigating in, a QlikView document using the Full Browser Client leads to "Lost Connection to Server, Reconnecting" messages. The Timeout is set correctly in the WebServer config.xml file.

Reviewing the QlikView WebServer log files located in **%ProgramData%\QlikTech\WebServer\Log** shows

```
Warning Connection lost. Reconnect to server: qlikserver1
```

The following timeout values have already been increased:

- **%ProgramData%\QlikTech\WebServer\config.xml**: `<QvsTimeout>600</QvsTimeout>`
- QlikView Management Console > System > Setup > QVS@server > Performance > *Document: Object Calculations Time Limit*

## Resolution

An additional value needs to be increased. It overrides the current QvsTimeout setting.

- Stop the QlikView WebServer 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

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