

License Server timeout

Last Modified on 05/20/2025 9:50 am EDT

Symptom

The License Server encounters a timeout error.

Resolution

The LS License Server may lose its heartbeat connection due to network timeouts. This can be fixed by increasing the timeout for the License Server. To do this, complete the following steps:

- 1) Navigate to **C:\Program Files\OnGuard\LicenseServerConfig**.
- 2) Open the **server.properties** file using a text editor. If this file does not exist, create it.
- 3) Add the following line:

```
HeartBeat.Interval=300
```

Note: This entry is in seconds and will increase the timeout to 5 minutes.

Important: If the timeout is set for a value greater than 300, this may result in other network concerns. A latency above this value usually indicates a more severe problem, and this fix may only serve to mask the problem.

- 4) Save and close the file.

Important: Make sure the file saves as **server.properties** without the .txt extension.

- 5) Restart the LS License Server:
 - Click the Start button, then select **Run**.
 - Type in the dialog box: services.msc
 - Click [OK]. The Services window is displayed.
 - Navigate down the list of services and select LS License Server.
 - Restart the service.

The timeout for the License Server is now set to 5 minutes.

Applies To

OnGuard (All versions)

Additional Information

Contact Technical Support if you require further assistance.
