

Note: The below settings are to be applied on the Content Manager server and/or "publisher" server(s)

The steps are applicable for version: Tridion 2011, 2011sp1, 2013ga, 2013sp1 and SDL Web 8.x. Take a backup of the original file(s) first as a precaution as the setting change could be easily not entered correctly or the .config is made malformed for some reason.

1) In %windir%\Microsoft.net\Framework\v4.0.30319\config (and %windir%\Microsoft.net\Framework64\v4.0.30319\config)

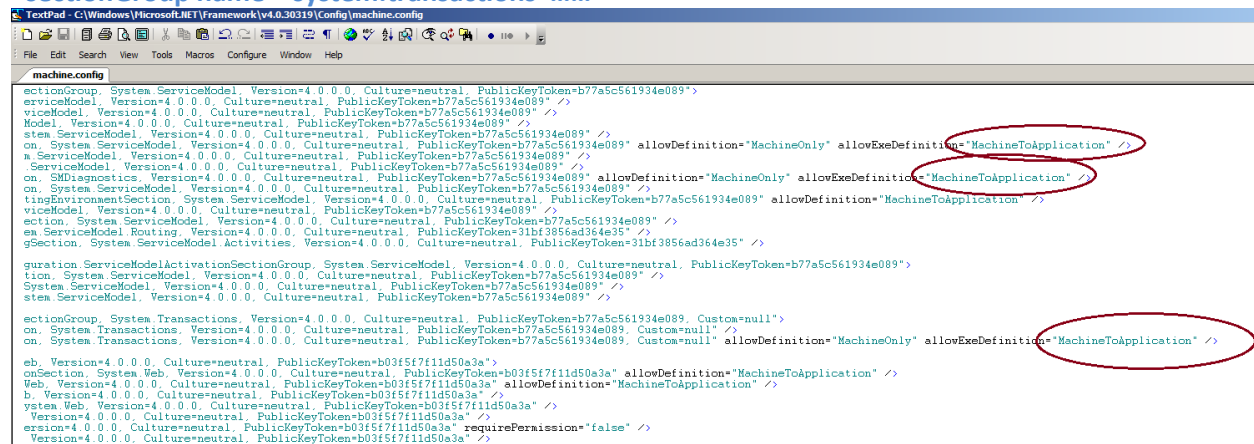
modify the machine.config as follow:

- Change allowExeDefinition from 'MachineOnly' to 'MachineToApplication' for 3 elements in that file:

<section name="commonBehaviors"

<section name="machineSettings"

<sectionGroup name="system.transactions"



Add these setting before </configuration> element...

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

```

        <add name="AspNetS
    </providers>
</membership>
<profile>
    <providers>
        <add name="AspNetS
    </providers>
</profile>
<roleManager>
    <providers>
        <add name="AspNetS
        <add name="AspNetW
    </providers>
</roleManager>
</system.web>
<system.transactions>
    <defaultSettings timeout="01:00:00" />
    <machineSettings maxTimeout="01:00:00".
</system.transactions>
</configuration>

```

2) Next, in ...Tridion\bin\TcmServiceHost.exe.config, add an element call <serviceTimeouts transactionTimeout="01:00:00" />

(The added element should reside inside <behaviors>/<serviceBehaviors>/<behavior name="Tridion.ContentManager.ServiceHost.WindowsServiceHost.CoreServiceBehavior">

Note: The setting is case-sensitive...and in Web 8 system, the entry should already be there..so all you have to do is increase the value.

```
TextPad - D:\Tridion\bin\TcmServiceHost.exe.config *
File Edit Search View Tools Macros Configure Window Help
TcmServiceHost.exe.config *
</baseAddresses>
</host>
</service>
<service name="Tridion.ExternalContentLibrary.Service.EclService2012" behaviorConfiguration="Tridion
<behaviors>
<serviceBehaviors>
<behavior name="Tridion.ContentManager.ServiceHost.WindowsServiceHost.CoreServiceBehavior">
<serviceTimeouts transactionTimeout="01:00:00" />
</serviceTimeouts>
<serviceMetadata httpGetEnabled="false" />
<serviceDebug includeExceptionDetailInFaults="true" />
<dataContractSerializer maxItemsInObjectGraph="2147483647" />
<!-- This "serviceCredentials" section must be enabled for message-level LDAP authentication -->
<!--
<serviceCredentials type="Tridion.Security.IdentityModel.LdapSecurityTokenCredentials, Tridion
<usernameAuthentication customUserNamePasswordValidatorType="Tridion.Security.IdentityModel
usernamePasswordValidationMode="Custom" />
</serviceCredentials>
-->
<!-- This "serviceCredentials" section must be enabled for message-level authentication using
<!-- Usage directions: Be sure to set the right CN value and store for the certificate -->
<!--
<serviceCredentials>
<serviceCertificate findValue="CN=localhost" storeName="My" />
</serviceCredentials>
-->
<!-- The ClaimsPrincipalAuthorizationPolicy policy is required for LDAP authentication. -->
<!-- Note: Enable it only when federated authentication mechanism is not used -->
<!--
<serviceAuthorization>
<authorizationPolicies>
<add policyType="Tridion.Security.IdentityModel.ClaimsPrincipalAuthorizationPolicy, Tridion.S
</authorizationPolicies>
</serviceAuthorization>
-->
<!--NOTE: default serviceThrottling settings in .NET 4.5: maxConcurrentSessions=100*{CPU coun
```

3) Add attributes "**closeTimeout**", "**openTimeout**", "**receiveTimeout**" and "**sendTimeout**" to binding name="CoreService_netTcpBinding" (inside <bindings>/<netTcpBinding><binding name="CoreService_netTcpBinding"....>

Note: The attributes are case-sensitive and they can be on the same line. For the example screenshot below, they are shown on individual line for clarity

```
TextPad - D:\Tridion\bin\TcmServiceHost.exe.config
File Edit Search View Tools Macros Configure Window Help
TcmServiceHost.exe.config
</listeners>
</source>
<source name="System.ServiceModel.MessageLogging" switchValue="Information">
  <listeners>
    <add name="svclog" />
  </listeners>
</source>
-->
<!--Uncomment source below to enable WIF tracing-->
<!--
  <source name="Microsoft.IdentityModel" switchValue="Verbose">
    <listeners>
      <add name="svclog" />
    </listeners>
  </source>
-->
</sources>
<sharedListeners>
  <!-- Specify path to WCF trace file below. Note: the specified directory must exist.-->
  <!-- MS Service Trace Viewer utility (SvcTraceViewer.exe; part of Windows SDK) can be used
  <add name="svclog" type="System.Diagnostics.XmlWriterTraceListener" initializeData="C:\Temp
</sharedListeners>
<trace autoflush="true"/>
</system.diagnostics>
<system.serviceModel>
  <diagnostics>
    <messageLogging logEntireMessage="true" logMessagesAtServiceLevel="true" logMessagesAtTrans
  </diagnostics>
  <bindings>
    <netTcpBinding>
      <binding name="CoreService_netTcpBinding" transactionFlow="true" transactionProtocol="Ole
        maxReceivedMessageSize="10485760"
        closeTimeout="01:00:00"
        openTimeout="01:00:00"
        receiveTimeout="01:00:00"
        sendTimeout="01:00:00">
      </binding>
    </netTcpBinding>
    <readerQuotas maxStringLength="10485760" maxArrayLength="10485760" />
    <!-- For LDAP authentication of message credentials, use the following settings: -->
    <!--
    <security mode="Message">
  </security>
</system.serviceModel>
</system>
</configuration>
```

4) Increase timeout setting in ..Tridion\web\webui\webroot\web.config

- increase 'sendTimeout' and 'receiveTimeout' attributes in <bindings>/<webHttpBinding>/<binding name="Tridion.Web.UI.ContentManager.WebServices.WebHttpBindingConfig

Note: The example here is for Http. If your Content Manager does use https in its protocol, make the increase/change to the Https section as well.

```

TextPad - D:\Tridion\web\WebUI\WebRoot\Web.config
File Edit Search View Tools Macros Configure Window Help
Web.config | Document1 | TcmServiceHost.exe.config
</system.webServer>
<system.serviceModel>
  <serviceHostingEnvironment aspNetCompatibilityEnabled="true" multipleSiteBindingsEnabled="true">
    <!-- The attribute "multipleSiteBindingsEnabled" was introduced in net 4 and removes the need of http module: Tridion.Web.ServiceModel.HttpSvcPort
    <!-- For https protocol and/or multipoint configuration, uncomment this
    There should be a <add /> entry for each unique combination of protocol and hostname that is configured in IIS Bindings.
    <baseAddressPrefixFilters>
      <add prefix="http://hostname:portnumber"/>
      <add prefix="https://hostname"/>
    </baseAddressPrefixFilters>
  </serviceHostingEnvironment>
  <bindings>
    <webHttpBinding>
      <!-- For http -->
      <binding name="Tridion.Web.UI.ContentManager.WebServices.WebHttpBindingConfig" useDefaultWebProxy="true" bypassProxyOnLocal="true"
      maxReceivedMessageSize="2097152" maxBufferSize="2097152"
      receiveTimeout="01:10:00"
      sendTimeout="01:05:00">
        <readerQuotas maxArrayLength="81920" maxBytesPerRead="5120" maxDepth="32" maxNameTableCharCount="81920" maxStringContentLength="2097152"/>
        <security mode="TransportCredentialOnly">
          <!-- For LDAP/SSO authenticated sites, change clientCredentialType to 'None', otherwise use 'Windows' -->
          <transport clientCredentialType="Windows"/>
        </security>
      </binding>
      <!-- For https, uncomment this and all the endpoints that are using it. Also add https binding in IIS.
      <binding name="Tridion.Web.UI.ContentManager.WebServices.WebHttpsBindingConfig" maxReceivedMessageSize="2097152" maxBuffer
      <readerQuotas maxArrayLength="81920" maxBytesPerRead="5120" maxDepth="32" maxNameTableCharCount="81920" maxString
      <security mode="Transport">
        <transport clientCredentialType="Windows" />
      </security>
    </binding>
  </webHttpBinding>

```

5a) Increase various timeout setting in ..Tridion\webservices\web.config. Essentially, any bindings in that web.config such as in <basicHttpBindings> and <netTcpBinding>.

Also, add <serviceTimeouts transactionTimeout setting like the one listed in step #2.

Note: The 2 hour ("02:00:00") in the example screenshot below, of course, can be set to 01:00:00 just like other web.config files but here I set to 2 hours instead as this web.config is used by Content Porter and we've seen large Content Porter import might need longer timeout.

```

TextPad - D:\Tridion\webservices\Web.config
File Edit Search View Tools Macros Configure Window Help
D:\Tridion\webservices\Web.config | D:\Tridion\web\WebUI\WebRoot\Web.c...
</system.diagnostics>
<system.serviceModel>
  <!-- ASP.NET compatibility mode must be enabled for transport-level LDAP authentication -->
  <serviceHostingEnvironment aspNetCompatibilityEnabled="true" multipleSiteBindingsEnabled="true"/>
  <diagnostics>
    <messageLogging logEntireMessage="true" logMessagesAtServiceLevel="true" logMessagesAtTransportLevel="false" maxMessage
  </diagnostics>
  <bindings>
    <basicHttpBinding>
      <!-- increase all from 10485760 to 2147483647 -->
      <binding name="CoreService_basicHttpBinding" maxReceivedMessageSize="2147483647">
        <readerQuotas maxStringContentLength="2147483647" maxArrayLength="2147483647" />
        <security mode="Transport">
          <!-- For LDAP or SSO authentication of transport credentials, use clientCredentialType="None" -->
          <transport clientCredentialType="None" />
        </security>
      </binding>
      <binding name="StreamDownload_basicHttpBinding" maxReceivedMessageSize="209715200" transferMode="StreamedResponse" me
      sendTimeout="01:00:00">
        <security mode="TransportCredentialOnly">
          <!-- For LDAP or SSO authentication of transport credentials, use clientCredentialType="None" -->
          <transport clientCredentialType="None" />
        </security>
      </binding>
      <binding name="StreamUpload_basicHttpBinding" maxReceivedMessageSize="209715200" transferMode="StreamedRequest" messa
      receiveTimeout="02:00:00">
        <security mode="None" />
      </binding>
      <binding name="ImportExport_StreamDownload_basicHttpBinding" maxReceivedMessageSize="2147483648" transferMode="Stream
      Mtom" sendTimeout="01:00:00">
        <security mode="Transport">
          <!-- For LDAP or SSO authentication of transport credentials, use clientCredentialType="None" -->
          <transport clientCredentialType="None" />
        </security>
      </binding>
      <binding name="ImportExport_StreamUpload_basicHttpBinding" maxBufferSize="2147483647" maxReceivedMessageSize="214
      <StreamedRequest" messageEncoding="Mtom" receiveTimeout="02:00:00" sendTimeout="02:00:00">
        <security mode="Transport" />
        <readerQuotas maxDepth="2147483647" maxStringContentLength="2147483647" maxArrayLength="2147483647" maxBytesPerRead
        maxNameTableCharCount="2147483647" />
      </binding>
    </basicHttpBinding>

```

```

TextPad - D:\Tridion\webservices\Web.config
File Edit Search View Tools Macros Configure Window Help
D:\Tridion\webservices\Web.config D:\Tridion\web\WebUI\WebRoot\Web.c...

<endpoint address="wsFederationHttp" binding="ws2007FederationHttpBinding" bindingConfiguration="CoreService_wsFeder
name="wsFederationHttp" bindingNamespace="http://www.sdltridion.com/ContentManager/CoreService/2013"
contract="Tridion.ContentManager.CoreService.ISessionAwareCoreService2013">
  <identity>
    <dns value="localhost" />
  </identity>
</endpoint>
-->
</service>
<service behaviorConfiguration="Tridion.ContentManager.ServiceHost.IISHost.CoreServiceBehavior" name=
"Tridion.ContentManager.ServiceHost.IISHost.ImportExportService2013">
  <endpoint address="basicHttp" binding="basicHttpBinding" bindingConfiguration="CoreService_basicHttpBinding" name="basic
" http://www.sdltridion.com/ContentManager/ImportExport/2013" contract="Tridion.ContentManager.ImportExport.Service.IImpc
" http://www.sdltridion.com/ContentManager/ImportExport/2013" contract="Tridion.ContentManager.ImportExport.StreamDownloa
" http://www.sdltridion.com/ContentManager/ImportExport/2013" contract="
"Tridion.ContentManager.ImportExport.Service.IImportExportStreamDownload2013" />
  <endpoint address="streamDownload_basicHttp" binding="basicHttpBinding" bindingConfiguration="ImportExport_StreamUploa
" http://www.sdltridion.com/ContentManager/ImportExport/2013" contract=
"Tridion.ContentManager.ImportExport.Service.IImportExportStreamUpload2013" />
  <endpoint address="streamUpload_basicHttp" binding="basicHttpBinding" bindingConfiguration="ImportExport_StreamUploa
" http://www.sdltridion.com/ContentManager/ImportExport/2013" contract=
"Tridion.ContentManager.ImportExport.Service.IImportExportStreamUpload2013" />
  <endpoint address="mex" bindings="mexHttpBinding" name="mex" contract="IMetadataExchange" />
</service>
</services>
<behaviors>
  <serviceBehaviors>
    <behavior name="Tridion.ContentManager.ServiceHost.IISHost.CoreServiceBehavior">
      <dataContractSerializer maxItemsInObjectGraph="2147483647" />
      <serviceMetadata httpGetEnabled="true" httpsGetEnabled="true" />
      <!-- added here for content porter import of large package -->
      <serviceTimeouts transactionTimeout="02:00:00" />
    </behavior>
  </serviceBehaviors>
  <!-- This 'serviceCredentials' section must be enabled for message-level LDAP authentication -->
  <!-- 09-26-2014 original: Version=6.1.0.25 (both line); change to 7.1.0.52 to see if it works for cp import -->
  <serviceCredentials type="Tridion.Security.IdentityModel.LdapSecurityTokenCredentials, Tridion.Security, Version=7.1.0
PublicKeyToken=ddfc895746e5ee6b">
    <userNameAuthentication customUserNamePasswordValidatorType="Tridion.Security.IdentityModel.LdapUserNamePasswordVali
Version=7.1.0.25, Culture=neutral, PublicKeyToken=ddfc895746e5ee6b"
userNamePasswordValidationMode="Custom" />
  </serviceCredentials>
</behaviors>

```

5b) For SDL Web 8, out of the box install might have some timeout setting set a 1 minute, which might not be enough.....so check these various timeout setting in the ...sdlweb\web\web.config to ensure they have ample time...

```

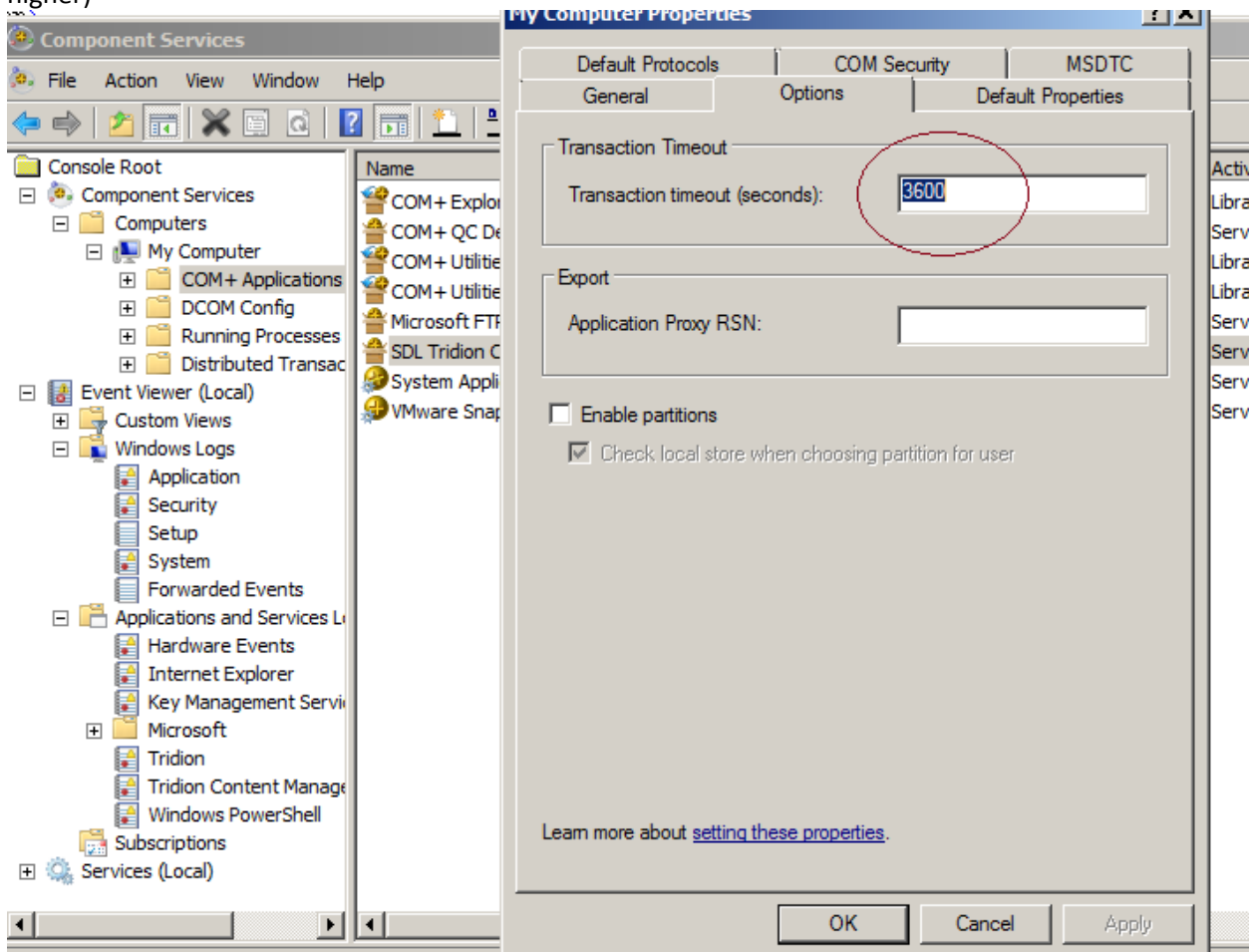
Web.config | installService.ps1
</behavior>
<!--
For custom certificates, configure the clientCertificate and serviceCertificate - adjust the store locations, store names and subject names for your certificates.
Client certificate is used to issue SAML tokens, and service certificate represents the CoreService host.
Note: check and update the Version of Tridion.ContentManager.CoreService.Client below.
<behavior name="CoreService_SamlBehavior">
  <clientCredentials type="Tridion.ContentManager.CoreService.Client.Security.ClaimsClientCredentials, Tridion.ContentManager.CoreService.Client, Version=8.1.0.1287,
  <clientCertificate storeLocation="LocalMachine" storeName="TrustedPeople" x509FindByType="FindByThumbprint" findValue="abcdef1234567890abcdef1234567890abcdef12" />
  <serviceCertificate>
    <defaultCertificate storeLocation="LocalMachine" storeName="TrustedPeople" x509FindByType="FindByThumbprint" findValue="abcdef1234567890abcdef1234567890abcdef12" />
  </serviceCertificate>
  </clientCredentials>
</behavior>
-->
</endpointBehaviors>
</behaviors>
<bindings>
<!-- sendTimeout is about the entire operation, incl. traffic. Default: 1 min. -->
<netTcpBinding>
  <binding name="CoreService_netTcpBinding" transactionFlow="true" transactionProtocol="OleTransactions" maxReceivedMessageSize="2147483647" sendTimeout="01:01:00">
    <readerQuotas maxStringContentLength="2147483647" maxArrayLength="2147483647" maxBytesPerRead="2147483647" maxDepth="32" maxNameTableCharCount="8192" />
  </binding>
  <binding name="StreamDownload_netTcpBinding" maxReceivedMessageSize="2147483647" transferMode="StreamedResponse" sendTimeout="01:10:00" />
  <binding name="StreamUpload_netTcpBinding" maxReceivedMessageSize="2147483647" transferMode="StreamedRequest" receiveTimeout="01:10:00" sendTimeout="01:01:00" />
</netTcpBinding>
<customBinding>
  <binding name="CoreService_netFederationTcpBinding" sendTimeout="01:01:00">
    <transactionFlow transactionProtocol="OleTransactions" />
  </binding>
  <security authenticationMode="SecureConversation" requireSecurityContextCancellation="true" requireSignatureConfirmation="false">
    <secureConversationBootstrap authenticationMode="IssuedTokenForCertificate" requireSignatureConfirmation="false">
      <!-- For asymmetric key configuration, use keyType="AsymmetricKey" and remove the keySize attribute -->
      <!-- For SAML 1.1 compliance, use tokenType="http://docs.oasis-open.org/wss/oasis-wss-saml-token-profile-1.1#SAMLV1.1" -->
      <issuedTokenParameters tokenType="http://docs.oasis-open.org/wss/oasis-wss-saml-token-profile-1.1#SAMLV2.0" keySize="256" keyType="SymmetricKey" />
    </secureConversationBootstrap>
  </security>
</customBinding>

```

5c) Increase 'sendTimeout' in <binding name="StreamDownloading_netTcpBinding" in ..SDLWeb\bin\TcmSearchIndexer.exe.config

```
lcmSearchIndexer.exe.config
d name="Trace Text Formatter" template="{timestamp(HH:mm:ss.ffff)} &lt;{win32ThreadId}&gt;: {message}" type="Microsoft.Practices.EnterpriseLibrary
d name="Event Text Formatter" template="{message}&#xA;&#xA;Component: {keyvalue(component)}&#xA;Errorcode: {keyvalue(errorcode)}&#xA;User: {keyva
atters)
gorySources>
d switchValue="All" name="Tridion.ContentManager.LogCategory">
listeners)
<add name="Tridion Console Trace Listener" />
/listeners)
dd)
d switchValue="All" name="General" />
egorySources>
ialSources>
lEvents switchValue="Information" name="All Events">
listeners)
<add name="Tridion Event Log" />
/listeners)
llEvents>
tProcessed switchValue="All" name="Unprocessed Category" />
rors switchValue="All" name="Logging Errors & Warnings" />
cialSources>
ngConfiguration>
_serviceModel)
nostics)
ssageLogging logEntireMessage="false" logMessagesAtServiceLevel="false" logMessagesAtTransportLevel="false" />
gnostics)
ings>
iTcpBinding)
binding name="CoreService_netTcpBinding" transactionFlow="true" transactionProtocol="WSAtomicTransaction11" maxReceivedMessageSize="2147483647">
<readerQuotas maxStringLength="2147483647" maxArrayLength="2147483647" />
/binding)
binding name="StreamDownload_netTcpBinding" maxReceivedMessageSize="2147483647" transferMode="StreamedResponse" sendTimeout="01:10:00" />
etTcpBinding)
etTcpBinding)
dings)
**\
```

6) Increase COM+Application's Transaction timeout to 3600 (maximum value, do not use anything higher)



7) Increase "session transactionTimeout" in Tridion.ContentManager.config

```

TextPad - D:\Tridion\config\Tridion.ContentManager.config
File Edit Search View Tools Macros Configure Window Help
Tridion.ContentManager.config Web.config TcmServiceHost.exe.config

3) titleResource is optional. if titleResource is not provided then the value

Example:
<add id="1025" name="Project" titleResource="lblProjectWorkflowType" />
-->
</workflowTypes>
</typeRegistry>
<queuing>
  <queueConsumers>
    <clear />
    <add name="Publisher (rendering)" queueId="1" confId="1" port="1150" pollingInterva
      <filter />
    </add>
    <add name="Publisher (deploying)" queueId="2" confId="1" port="1151" pollingInterva
      <filter />
    </add>
    <add name="Search" queueId="3" confId="1" port="1152" pollingInterval="0">
      <filter />
    </add>
    <add name="Workflow Agent" queueId="4" confId="1" port="1153" pollingInterval="30">
      <filter />
    </add>
    <add name="Batch Processor" queueId="5" confId="1" port="1154" pollingInterval="30"
      <filter />
    </add>
  </queueConsumers>
</queuing>
<workflow startWorkflowOnRollback="false" workflowAgentAccountUri="tcm:0-3-65552" workf
<tridion.contentmanager>
  <repository categoryEnumerationLimit="0" />
  <license licenseFilePath="license.xml" />
  <session transactionTimeout="6000" />
</tridion.contentmanager>
<tridion.security configProtectionProvider="TridionRsaProtectedConfigurationProvider">
  <EncryptedData Type="http://www.w3.org/2001/04/xmlenc#Element"
    xmlns="http://www.w3.org/2001/04/xmlenc#"
    <EncryptionMethod Algorithm="http://www.w3.org/2001/04/xmlenc#tripleDES-cbc" />
    <KeyInfo xmlns="http://www.w3.org/2000/09/xmldsig#"
      <EncryptedKey xmlns="http://www.w3.org/2001/04/xmlenc#"

```

8) For any processes (such as rendering, database connection) that takes a long time to execute, consider extending these timeout in the Tridion Snap-in as well.

To make it easy, you can add another zero to the settings that were already there:

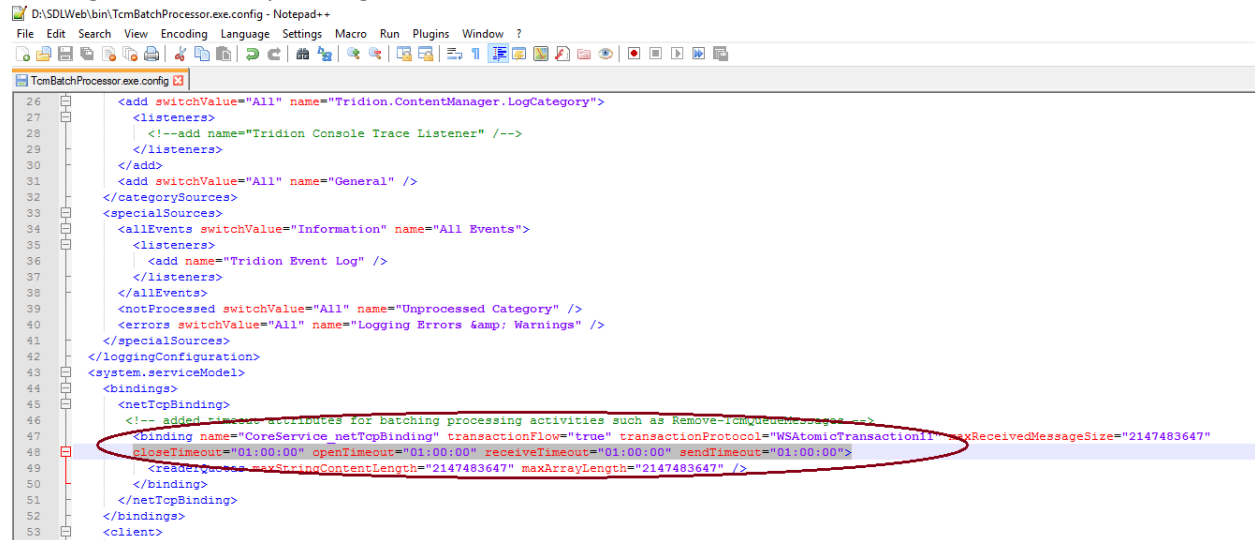
Note: The values above are just suggested number. These values have accommodated most scenarios but might not meet your particular situation so will need more tuning to meet your needs.

Tridion Content Manager - [Console Root\SDL Tridion Content Manager\Timeout settings]

File Action View Favorites Window Help

Description	Current value
Milliseconds before a time out error is generated when rendering (0 for no timeout)	1200000
Seconds before a time out error is generated when establishing a connection to the database	300
Seconds before a time out error is generated when executing a long query	60000
Seconds before a time out error is generated when executing a query	500

9) For timeout setting related to the use of powershell commandlet such as Remove-TcmQueueMessages, for example, edit the TcmBatchProcessor.exe.config (under ..%TRIDION_HOME%\bin folder) and add various timeout attributes in the "CoreService_netTcpBinding" binding under <netTcpBinding> element as seen below



```
26 <add switchValue="All" name="Tridion.ContentManager.LogCategory">
27 <listeners>
28 | <!--add name="Tridion Console Trace Listener" /-->
29 </listeners>
30 </add>
31 <add switchValue="All" name="General" />
32 </categorySources>
33 <specialSources>
34 <allEvents switchValue="Information" name="All Events">
35 <listeners>
36 | <add name="Tridion Event Log" />
37 </listeners>
38 </allEvents>
39 <notProcessed switchValue="All" name="Unprocessed Category" />
40 <errors switchValue="All" name="Logging Errors & Warnings" />
41 </specialSources>
42 </loggingConfiguration>
43 <system.serviceModel>
44 <bindings>
45 <netTcpBinding>
46 <!-- added timeout attributes for batching processing activities such as Remove-TcmQueueMessages -->
47 <binding name="CoreService_netTcpBinding" transactionFlow="true" transactionProtocol="WSAtomicTransaction11" maxReceivedMessageSize="2147483647"
48 closeTimeout="01:00:00" openTimeout="01:00:00" receiveTimeout="01:00:00" sendTimeout="01:00:00"
49 <!-- added maxStringContentLength="2147483647" maxArrayLength="2147483647" />
50 </binding>
51 </netTcpBinding>
52 </bindings>
53 </client>
```

10) After all the changes are applied, restart Tridion COM+, IISReset and all Tridion services for the new settings to take effect