Knowledge Center - KB Article

Feedback | ❌ 🖨

My webMethods Server - Timeout occurring on 21Mb PDF under Content Management.

KB #:	1754060	**Operating System Family:**	UX
Product:	My webMethods Server (MWS)	**Operating System:**	Red Hat Enterprise Linux
Version:	8.2.1		
Last Updated:	22-APR-2014		

Description:

Is there a way to adjust the timeout setting to allow a large file to be transferred to the user's machine via a Portlet? We are receiving the following errors in the _full_.log when a user attempts to download and save a file using IE. We have the file size maximum set at 25Mb.

```
2014-04-07 14:53:35 EDT (Framework:FATAL)  [RID:18517] - [POP.001.0002] A "org.mortbay.jetty.EofException" occurred with the Message
"timeout"
org.mortbay.jetty.EofException: timeout
        at org.mortbay.jetty.AbstractGenerator$Output.blockForOutput(AbstractGenerator.java:547)
        at org.mortbay.jetty.AbstractGenerator$Output.flush(AbstractGenerator.java:571)
        at org.mortbay.jetty.HttpConnection$Output.flush(HttpConnection.java:1005)
        at org.mortbay.jetty.AbstractGenerator$Output.write(AbstractGenerator.java:648)
        at org.mortbay.jetty.AbstractGenerator$Output.write(AbstractGenerator.java:579)
        at com.webmethods.caf.faces.servlet.GZIPResponseWrapper$ServletOutputStreamWrapper.write(GZIPResponseWrapper.java:115)
        at com.webmethods.portal.framework.dispatch.DispatchManager.copyStream(DispatchManager.java:623)
        at com.webmethods.portal.framework.dispatch.DispatchManager.stream(DispatchManager.java:549)
        at
com.webmethods.portal.portlet.impl.wm_contentrenderer.renderers.BaseContentRenderer.sendContent(BaseContentRenderer.java:490)
        at
com.webmethods.portal.portlet.impl.wm_contentrenderer.renderers.BaseContentRenderer.sendOriginalContent(BaseContentRenderer.java:425)
        at com.webmethods.portal.portlet.impl.wm_contentrenderer.renderers.BaseContentRenderer.render(BaseContentRenderer.java:152)
        at com.webmethods.portal.framework.presentation.PresentationManager.handlePres(PresentationManager.java:389)
        at com.webmethods.portal.framework.dispatch.DispatchManager.pres(DispatchManager.java:640)
        at com.webmethods.portal.framework.dispatch.DispatchManager.handle(DispatchManager.java:470)
        at com.webmethods.portal.framework.dispatch.DispatchManager.handleDispatch(DispatchManager.java:381)
        at com.webmethods.portal.framework.impl.PortalServlet.service(PortalServlet.java:305)
        at javax.servlet.http.HttpServlet.service(HttpServlet.java:820)
        at org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:511)
        at org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:1166)
        at com.webmethods.portal.framework.impl.NTLMV1Filter.doFilter(NTLMV1Filter.java:50)
        at com.webmethods.portal.framework.impl.NTLMFilter.doFilter(NTLMFilter.java:28)
        at org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:1157)
        at com.webmethods.caf.faces.servlet.GZIPFilter.doFilter(GZIPFilter.java:47)
        at org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:1157)
        at com.webmethods.portal.framework.impl.RequestFilter.doFilter(RequestFilter.java:56)
        at org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:1157)
        at org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:388)
        at org.mortbay.jetty.security.SecurityHandler.handle(SecurityHandler.java:216)
        at org.mortbay.jetty.servlet.SessionHandler.handle(SessionHandler.java:182)
        at org.mortbay.jetty.handler.ContextHandler.handle(ContextHandler.java:765)
        at org.mortbay.jetty.webapp.WebAppContext.handle(WebAppContext.java:418)
        at org.mortbay.jetty.handler.ContextHandlerCollection.handle(ContextHandlerCollection.java:230)
        at org.mortbay.jetty.handler.HandlerCollection.handle(HandlerCollection.java:114)
        at org.mortbay.jetty.handler.HandlerWrapper.handle(HandlerWrapper.java:152)
        at org.mortbay.jetty.Server.handle(Server.java:326)
        at org.mortbay.jetty.HttpConnection.handleRequest(HttpConnection.java:542)
        at org.mortbay.jetty.HttpConnection$RequestHandler.headerComplete(HttpConnection.java:923)
        at org.mortbay.jetty.HttpParser.parseNext(HttpParser.java:547)
        at org.mortbay.jetty.HttpParser.parseAvailable(HttpParser.java:212)
        at org.mortbay.jetty.HttpConnection.handle(HttpConnection.java:404)
        at org.mortbay.io.nio.SelectChannelEndPoint.run(SelectChannelEndPoint.java:409)
        at org.mortbay.thread.BoundedThreadPool$PoolThread.run(BoundedThreadPool.java:451)


2014-04-07 14:39:29 EDT (Framework:FATAL)  [RID:18491] - [POP.001.0002] A "org.mortbay.jetty.EofException" occurred with the Message
"at org.mortbay.jetty.HttpGenerator.flush(HttpGenerator.java:787)"
org.mortbay.jetty.EofException
        at org.mortbay.jetty.HttpGenerator.flush(HttpGenerator.java:787)
        at org.mortbay.jetty.AbstractGenerator$Output.blockForOutput(AbstractGenerator.java:550)
        at org.mortbay.jetty.AbstractGenerator$Output.flush(AbstractGenerator.java:571)
        at org.mortbay.jetty.HttpConnection$Output.flush(HttpConnection.java:1005)
        at org.mortbay.jetty.AbstractGenerator$Output.write(AbstractGenerator.java:648)
        at org.mortbay.jetty.AbstractGenerator$Output.write(AbstractGenerator.java:579)
        at com.webmethods.caf.faces.servlet.GZIPResponseWrapper$ServletOutputStreamWrapper.write(GZIPResponseWrapper.java:115)
        at com.webmethods.portal.framework.dispatch.DispatchManager.copyStream(DispatchManager.java:623)
        at com.webmethods.portal.framework.dispatch.DispatchManager.stream(DispatchManager.java:549)
        at
com.webmethods.portal.portlet.impl.wm_contentrenderer.renderers.BaseContentRenderer.sendContent(BaseContentRenderer.java:490)
```

```
                     at
com.webmethods.portal.portlet.impl.wm_contentrenderer.renderers.BaseContentRenderer.sendOriginalContent(BaseContentRenderer.java:425)
        at com.webmethods.portal.portlet.impl.wm_contentrenderer.renderers.BaseContentRenderer.render(BaseContentRenderer.java:152)
        at com.webmethods.portal.framework.presentation.PresentationManager.handlePres(PresentationManager.java:389)
        at com.webmethods.portal.framework.dispatch.DispatchManager.pres(DispatchManager.java:640)
        at com.webmethods.portal.framework.dispatch.DispatchManager.handle(DispatchManager.java:470)
        at com.webmethods.portal.framework.dispatch.DispatchManager.handleDispatch(DispatchManager.java:381)
        at com.webmethods.portal.framework.impl.PortalServlet.service(PortalServlet.java:305)
        at javax.servlet.http.HttpServlet.service(HttpServlet.java:820)
        at org.mortbay.jetty.servlet.ServletHolder.handle(ServletHolder.java:511)
        at org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:1166)
        at com.webmethods.portal.framework.impl.NTLMV1Filter.doFilter(NTLMV1Filter.java:50)
        at com.webmethods.portal.framework.impl.NTLMFilter.doFilter(NTLMFilter.java:28)
        at org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:1157)
        at com.webmethods.caf.faces.servlet.GZIPFilter.doFilter(GZIPFilter.java:47)
        at org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:1157)
        at com.webmethods.portal.framework.impl.RequestFilter.doFilter(RequestFilter.java:56)
        at org.mortbay.jetty.servlet.ServletHandler$CachedChain.doFilter(ServletHandler.java:1157)
        at org.mortbay.jetty.servlet.ServletHandler.handle(ServletHandler.java:388)
        at org.mortbay.jetty.security.SecurityHandler.handle(SecurityHandler.java:216)
        at org.mortbay.jetty.servlet.SessionHandler.handle(SessionHandler.java:182)
        at org.mortbay.jetty.handler.ContextHandler.handle(ContextHandler.java:765)
        at org.mortbay.jetty.webapp.WebAppContext.handle(WebAppContext.java:418)
        at org.mortbay.jetty.handler.ContextHandlerCollection.handle(ContextHandlerCollection.java:230)
        at org.mortbay.jetty.handler.HandlerCollection.handle(HandlerCollection.java:114)
        at org.mortbay.jetty.handler.HandlerWrapper.handle(HandlerWrapper.java:152)
        at org.mortbay.jetty.Server.handle(Server.java:326)
        at org.mortbay.jetty.HttpConnection.handleRequest(HttpConnection.java:542)
        at org.mortbay.jetty.HttpConnection$RequestHandler.headerComplete(HttpConnection.java:923)
        at org.mortbay.jetty.HttpParser.parseNext(HttpParser.java:547)
        at org.mortbay.jetty.HttpParser.parseAvailable(HttpParser.java:212)
        at org.mortbay.jetty.HttpConnection.handle(HttpConnection.java:404)
        at org.mortbay.io.nio.SelectChannelEndPoint.run(SelectChannelEndPoint.java:409)
        at org.mortbay.thread.BoundedThreadPool$PoolThread.run(BoundedThreadPool.java:451)
Caused by: java.io.IOException: Connection reset by peer
        at sun.nio.ch.FileDispatcher.write0(Native Method)
        at sun.nio.ch.SocketDispatcher.write(SocketDispatcher.java:47)
        at sun.nio.ch.IOUtil.writeFromNativeBuffer(IOUtil.java:122)
        at sun.nio.ch.IOUtil.write(IOUtil.java:78)
        at sun.nio.ch.SocketChannelImpl.write(SocketChannelImpl.java:352)
        at org.mortbay.io.nio.ChannelEndPoint.flush(ChannelEndPoint.java:169)
        at org.mortbay.io.nio.SelectChannelEndPoint.flush(SelectChannelEndPoint.java:221)
        at org.mortbay.jetty.HttpGenerator.flush(HttpGenerator.java:721)
        ... 42 more
2014-04-07 14:39:29 EDT (Framework:INFO)  [RID:18491] - Completed request. Response time=4915ms
```

Resolution:

```
Please try to increase the jetty timeout. To do so:
1. Stop MWS instance.
2. Find and open jetty.xml file located in C:\SoftwareAG Install Dir\MWS\server\default\config.
3. Locate the following lines there:
<!-- http listener (nio) -->
<Call name="addConnector">
<Arg>
<New class="org.mortbay.jetty.nio.SelectChannelConnector">
<Set name="Port"><SystemProperty name="portal.http.port" default="-1"/></Set>
<Set name="Host">0.0.0.0</Set>
<Set name="MaxIdleTime">30000</Set>
<Set name="LowResourcesConnections">50</Set>
<Set name="LowResourceMaxIdleTime">2000</Set>
<Set name="AcceptQueueSize">0</Set>
<Set name="ConfidentialPort"><SystemProperty name="portal.https.port" default="-1"/></Set>
<Set name="IntegralPort"><SystemProperty name="portal.https.port" default="-1"/></Set>
<Set name="Acceptors">2</Set>
<Set name="StatsOn">false</Set>
</New>
</Arg>
</Call>


5. Increase the value for "MaxIdleTime".
6. Save the file and restart MWS.
```