

Timeout Killed the Subprocess

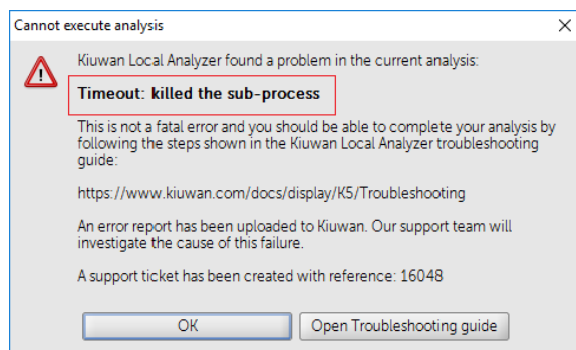
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Problem

By default, Kiuwan sets a timeout of 60 minutes for the different steps of the analysis. This timeout halts the analysis process in case some step hangs indefinitely.

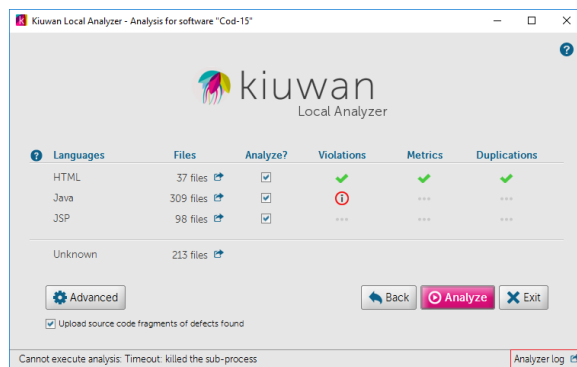
GUI mode

If you are using Kiuwan Local Analyzer in GUI mode, a dialog will open indicating this error:



Please note that this dialog also displays the support ticket code you can provide to Kiuwan Technical Support if you want to enquire about it.

You can also detect this kind of error looking at the log file. In case this error happens, the analysis windows will look like this:



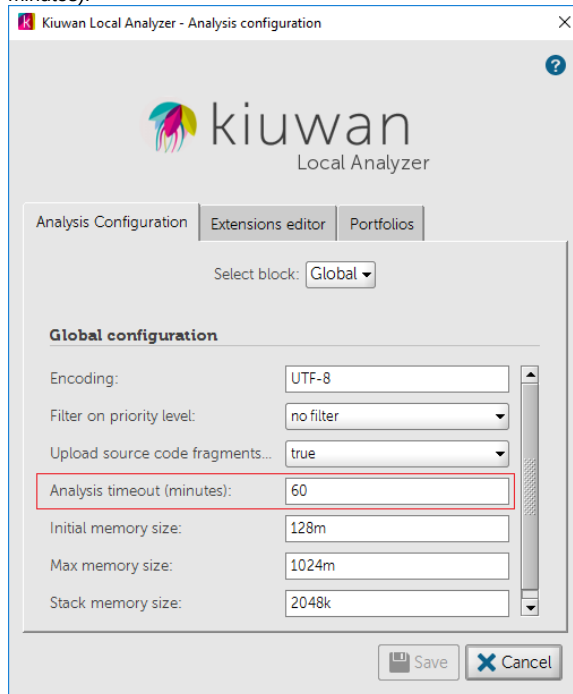
Click **Analyzer log** to open a window where the log file (temp/agentGUI.log) is displayed.

Sometimes, this default timeout is not enough to finish the analysis. Due to the size of your application code, the analysis might need more time to finish. Therefore, the first action is to increase it to a higher value.

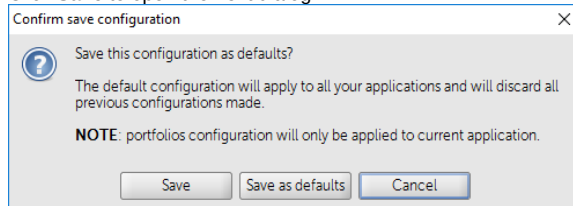
You can do it in two ways:

Change the timeout value in the GUI

1. Click **Advanced** on the Analysis Setup Window
2. Selecting **Analysis Configuration**
3. Change the timeout value in the **Analysis timeout** (minutes) field (set by default to 60 minutes).



4. Click **Save** to open the next dialog:



5. **Save** = this configuration will apply only to the current applications.
Save as defaults = the configuration changes will apply to all the applications you will analyze with your Kiuwan Local Analyzer installation.

Modify the analyzer.properties file

An alternative way to change this timeout value is by modifying the `con/analyzer.properties` file. To do it, edit the **timeout** property:

```
# Timeout to use for max execution time of each analysis step
timeout=3600000
```

⚠ Please note that this property is specified in milliseconds.

If you have a specific configuration for an application and you want the change only to be applied to that specific application, you will need to modify this property in `con/apps/<name_of_your_app>.properties` file.

In case the problem persists, please contact [Kiuwan Technical Support](#).

Related articles

- [SSO - Form-based authentication fails](#)
- [SSO - HTTP authentication fails](#)
- [SSO - WIA is not working](#)
- [SSO - Cannot authenticate with credentials](#)
- [Basic Authentication Error when Exporting Action Plan to Atlassian JIRA](#)