

Timeout when importing files with Autodesk Data Transfer Utility to Vault with the message WebServiceError [8005]

Information

Issue When importing files with the Data Transfer Utility(DTU) to Autodesk® Vault the following error is displayed:

The request channel timed out while waiting for a reply after 00:00:59.9511700. Increase the timeout value passed to SendTimeout value on the Binding. The time allotted to this operation may have been a portion of a longer timeout. WebServiceError [8005]

Cause

1. Hotfix was not installed
2. The windows permission for .NET framework temporary folder is not enough
3. This happens when DTU needs longer for a command than specified in the DTU configuration.
4. Vault Data Standard is installed and active
5. Run in the timeout

Solution

1. The current available hotfix was not installed about Autodesk Desktop App
 1. [See more information to Autodesk Desktop App](#)
2. Add more permission for the local windows user "AutodeskVault"
 1. Folder C:\Windows\Microsoft.NET\Framework64\v4.0.30319\Temporary ASP.NET Files\ and
 2. Clear the folders, when the Internet Information Server (IIS) is stopped:
 1. C:\Windows\Microsoft.NET\Framework64\v4.0.30319\Temporary ASP.NET Files\autodeskdntemp
 2. C:\Windows\Microsoft.NET\Framework64\v4.0.30319\Temporary ASP.NET Files\autodeskdntemp
3. Increase the sendTimeout.
 - Open "C:\Program Files\Autodesk\ADMS Professional 2016\ADMS Console\Vaultbcp.exe.config"
 - Look for this part

```
<bindings>
  <basicHttpBinding>
    <binding name="MtomCalls" closeTimeout="00:01:00" openTimeout="00:01:00" receiveTimeout="00:01:00" allowCookies="false" bypassProxyOnLocal="false" hostNameComparisonMode="StrongWildcard" maxBufferSize="52428800" maxBufferPoolSize="524288" maxReceivedMessageSize="52428800" messageEncoding="utf-8" transferMode="Streamed" useDefaultWebProxy="true">
      <readerQuotas maxDepth="1000" maxStringContentLength="52428800" maxArrayLength="32768" maxBytesPerRead="52428800" maxNameTableCharCount="52428800"/>
      <security mode="None">
        <transport clientCredentialType="None" proxyCredentialType="None" realm=""/>
      </security>
    </binding>
  </basicHttpBinding>
</bindings>
```

- Increase sendTimeout to ten minutes ("00:10:00")
3. Deactivate the Vault Data Standard Add-In in Inventor and in AutoCAD
 4. Only for import change the values in the web.config
 - defaultCommand="3600"
 - longCommand="18000"
 - executionTimeout="3600"

See Also [Vault Session Timeouts cause heavy operations to fail](#)

Attachment

Public URL <http://knowledge.autodesk.com/article/Timeout-when-importing-files-with-Autodesk-Data-Transfer-Utility-to-Vaul>

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