

Allied Financial Software Knowledgebase

Error retrieving contact keys â€“ Act.Data.ActDb.ActDbException: Timeout expired

Resolution: This is a time out in a call to the SQL Server database. The workaround is to adjust the timeouts using the ACTDiag (or ACT7Diag or ACT8Diag) utility using the Tools/Adjust ACT! Timeout Values. The value that needs increasing is the one called "DatabaseCommandTimeOut.Default" and should be at 120 or larger. Try doing a Tools/Scan for Duplicates in ACT!. If this command in ACT! succeeds then the equivalent process in Duplicate Remover Wizard should also succeed.

<http://kb.actforadvisors.com/questions.php?questionid=184>