

3336835 - Custom timeout at API Management level

Component: OPU-API-OD-OPS (Operations), Version: 1, Released On: 26.05.2023

Symptom

There is need to increase the default 55 seconds timeout of API Management

Environment

- SAP API Management
- SAP Integration Suite

Cause

Basically it's not recommended to have timeout value of more than 55sec for a proxy. 55 seconds has been set as the default IO timeout so that if there is no data to read or if the socket is not ready to write data within 55 seconds, the transaction is treated as a timeout.

Hence, it is highly recommended to be in the default configuration by SAP, considering the below options:

- Optimize the response time of the backend server so that I/O is happening within 55 seconds
- To make asynchronous calls to mitigate the slow responding backend server. Below is the procedure to make an asynchronous call:
 - Make a request call and don't wait for a response. This should trigger the processing at your backend
 - Make another API call to check the status of the response from the backend
 - Once the response is ready, then make an API call to fetch the response. This shouldn't take more time as the response is already ready from the backend

Resolution

If there is a need to have timeout greater than 55 seconds, extension up to 5 minutes for a timeout can be considered with prerequisites and an impact on the following as this will be maintained as a custom configuration and not as default.

Extension in timeout is not default support, but we are considering as a special request. To be able to perform the timeout increase, the following data is needed in the case that is opened at **OPU-API-OD-OPS** component:

- API Portal URL
- SubAccountID

Keywords

CPI, Cloud Integration, HCI, Integration Suite, APIM, API, API Management, Timeout

Attributes

Key	Value
Requires Action	0