

# TestTrack SourceOffSite Integration Performance Problems

**Note:** The following information only applies to TestTrack 2011.1.2 and earlier.

## Problem

When configuring SCC integration with SourceOffSite, setting up the Project Paths can lead to a time out error in the TestTrack Client. This results in the SourceOffSite integration being unusable with TestTrack.

## Cause

TestTrack uses the soscmd.exe application to retrieve a list of projects for the SourceOffSite database you set up. If the source database being used is large and/or the connection to that database is slow, the soscmd.exe GetProjectTree call causes the TestTrack Client to time out. This is generally only a problem when using a large database (more than 1000 projects) with a slower connection.

To confirm the problem is not being caused by TestTrack, go to a command prompt and use the soscmd.exe to execute GetProjectTree. Consult the SourceOffSite help if you are not familiar with the GetProjectTree command. If this command takes longer than 4 minutes to execute, TestTrack will not be able to use that SourceOffSite database.

## Solution

To resolve the time out error, either decrease the size of the database or increase the speed of the connection to the database.

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Article ID: 536

Last updated: 02 May, 2017

Revision: 3

Helix ALM (formerly TestTrack) -> Integrations -> TestTrack SourceOffSite Integration Performance Problems

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