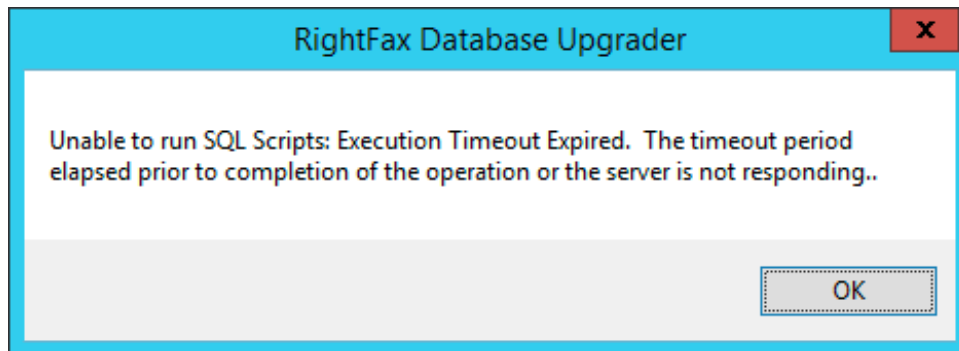# "Unable to run SQL Scripts: Execution Timeout Expired" Error

Applies to

RightFax 16.4

Summary

In RightFax, when you are upgrading to 16.4 Base from 10.6 FP3 where the SQL database is updating, the upgrader tool will timeout and the error message appears as shown below:

Resolution

PLEASE NOTE OpenText is not held liable for any database changes that may occur. It is highly recommended for these steps to be done by a SQL Administrator.

Run the SQL hotfix all script by doing the following:

1. Navigate to the SqlScripts folder which can be found at ..\Program Files (x86)\RightFax\SqlScripts
2. Look for Hotfix_all.sql file
3. Double-click the Hotfix_all.sql file to run the script
4. The SQL Management Studio will open the script, then click on Execute
5. Once completed a message shows that the tables are updated successfully
6. Re-run the 16.4 base installer for the in-place upgrade

You can also drag and drop this into SQM management studio express and running it ont eh RIGHTFAX databse.

Cause

During the upgrade to 16.4, the SQL database will also be upgraded to version 11.0.4.0. If the SQL database is too large it will take a lot of time to update causing the RightFax Database upgrader tool to timeout

Additional Information

This is most likely affecting large SQL databases that will take longer than usual to update

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About Advantage

Advantage Technologies has been providing on-premise and cloud-based enterprise fax and automated electronic document delivery solutions for over 20 years. Our team has completed thousands of successful system deployments worldwide in such industries as finance, insurance, banking, government, manufacturing, transportation, and healthcare.

Our North American helpdesk and sales team are certified on OpenText RightFax, Alchemy, RightFax Connect, Secure Mail, Secure MFT, Brooktrout fax boards and FoIP software, Dialogic Media Gateways, Sonus Fax Gateways, and cloud-based fax solutions. Advantage Technologies is a leading OpenText Platinum Partner and Authorized Support Partner (ASP).

Throughout our partnership with OpenText, Advantage has been recognized as RightFax Partner of the Year, IX Partner of the Year, and an IX Partner Leader.

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