

# Timeout logging into the SuperAdmin or Admin UI?

## This is how you may fix it.

Are you experiencing a timeout while attempting to log into the SuperAdmin or Admin UI? If your software ran for too long without a valid license, or was repeatedly started stopped hundreds or even thousands of times without ever clearing the notifications, that might be the culprit. Notifications stack up, and then the *clean-then-load* process that occurs at login may take too long to complete, causing a timeout.

But fear not! As of v6.2.49 there is an extremely easy solution to that.

Simply open a terminal or command prompt (do it **"as Administrator"** if you are on Windows), then change directory to the folder where Syncplify Server! is installed and type the following command:

### On Windows (as Administrator)

```
.\ss6-webrest.exe dbcmd --clearallNotifications
```

### On Linux

```
sudo ./ss6-webrest dbcmd --clearallNotifications
```

After that, if the excessive number of pending un-acked notifications was the culprit, you should be able to log in without further issues.

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