

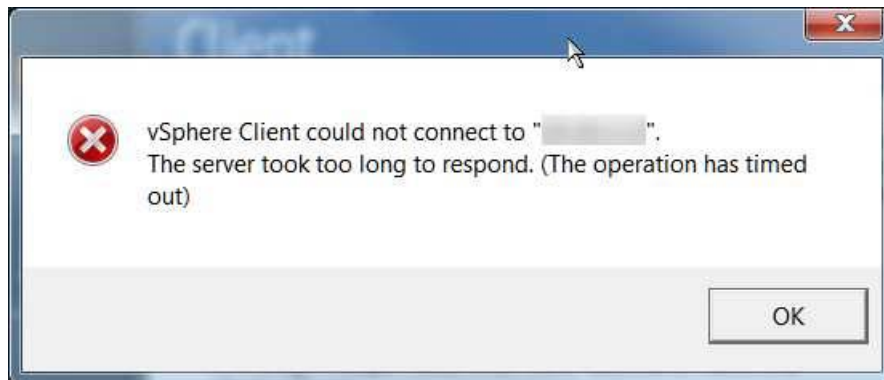
vSphere Client will time out before authentication to ESXi is complete (2072539)

<https://kb.vmware.com/s/article/2072539>

Symptoms

- VMware vSphere Client authentication to an ESXi host can take a long time causing the vSphere Client to time out before authentication is complete.
- vSphere Client will time out before authentication to ESXi is complete.
- You see the error:

The vSphere Client could not connect to vCenter server . The server vCenter server took too long to respond. (The command has timed out as the remote server is taking too long to respond.)



Cause

This issue can occur due to these reasons:

- The primary domain controller fails and ESXi authentication to the backup domain takes a long time.
- The authenticating user is a member of a large number of groups (hundreds or more).

Resolution

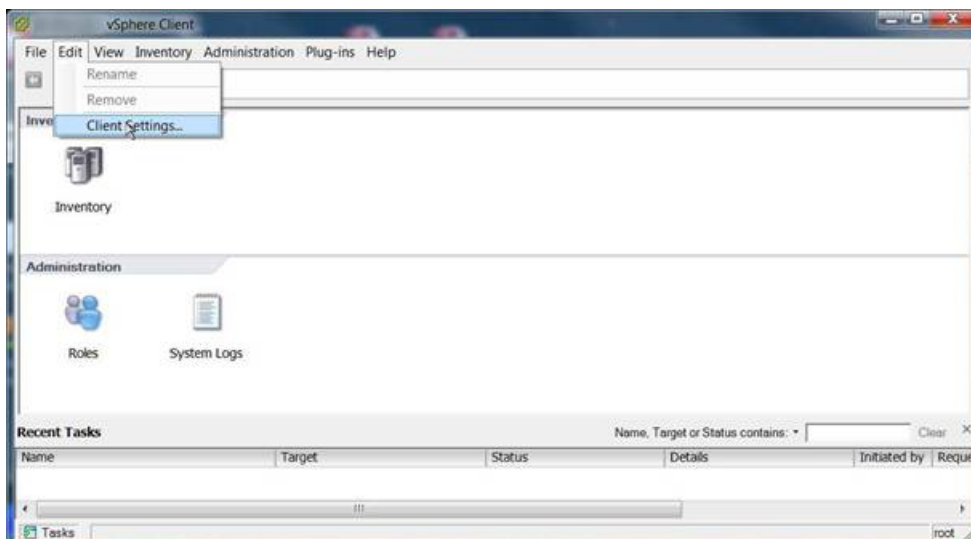
The default vSphere Client timeout value is 30 seconds.

If you can log in to another system:

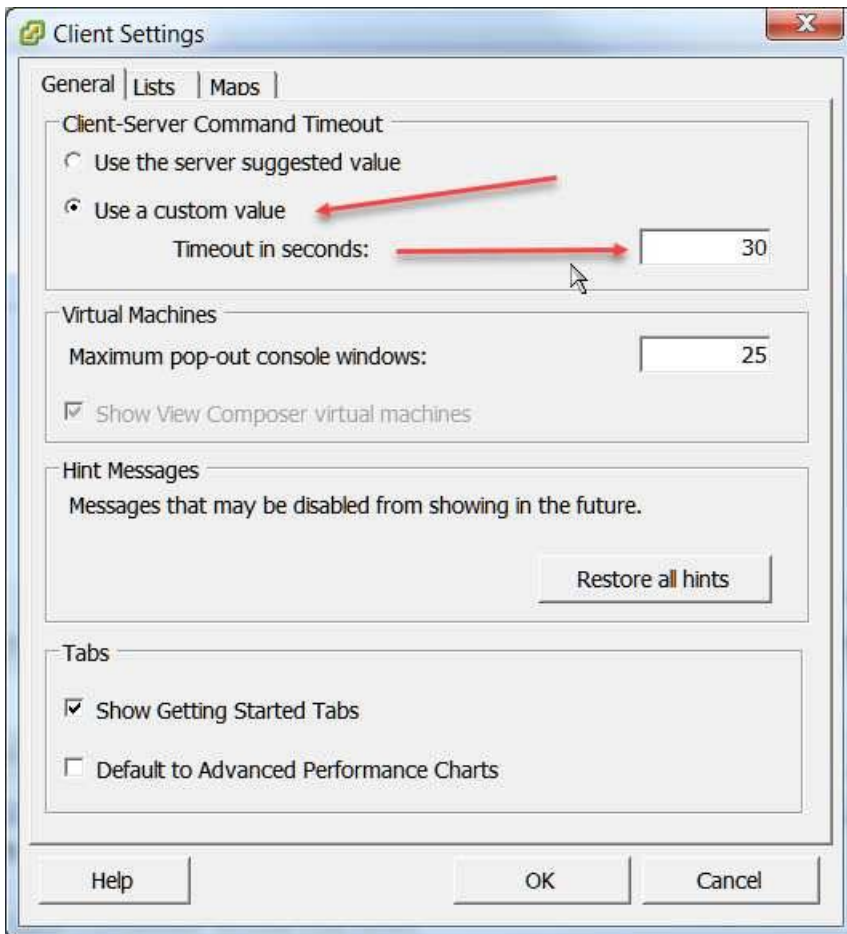
To resolve this issue, change the timeout settings in the vSphere Client:

To change the timeout settings in the vSphere Client:

1. Click **Edit > Client Settings**.



2. Click the **General** tab.



3. Under Client-Server Command Timeout, select **Use a custom value** and enter the new timeout value in seconds.

If you cannot log in to another system:

Important: This procedure modifies the Windows registry. Before making any registry modifications, ensure that you have a current and valid backup of the registry and the virtual machine. For more information on backing up and restoring the registry, see the Microsoft Knowledge Base article [Windows registry information for advanced users](#).

Note: The preceding link was correct as of May 02, 2016. If you find the link is broken, provide feedback and a VMware employee will update the link.

To resolve this issue:

1. In the vSphere Client virtual machine, click **Start > Run**, type regedit, and click **OK**. The Registry Editor window is displayed.
2. Navigate to the HKCU\Software\VMware\VMware Infrastructure Client\Preferences\CLIENT_CMD_TIMEOUT registry key.
3. Increase the timeout value.

Note: If CLIENT_CMD_TIMEOUT does not exist manually, create a new key. Ensure that the key is created with the type **REG_SZ** (String).