

In certain environments you might get a gateway timeout if you use a LUCY feature, which is very time consuming (e.g. a campaign backup or recipient import). Such a timeout may happen in LUCY versions below 3.1 in environments where LUCY is accessed over a proxy. If the proxy has a connection timeout limit which is less than required for Lucy to perform the desired action, then you will get a timeout error from the proxy (not LUCY). In such a case the internal Lucy limit is not reached and feature works as expected, but the proxy breaks the connection while LUCY performs the action. If such an error occurs you can either:

- try to access LUCY without a proxy or
- increase the timeout of your web proxy

From:

<https://wiki.lucysecurity.com/> - **LUCY**

Permanent link:

https://wiki.lucysecurity.com/doku.php?id=gateway_timeout_when_doing_a_backup_restore_import_etc

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