Sedona Office SQL Error(s) [Query Timeout Expired]

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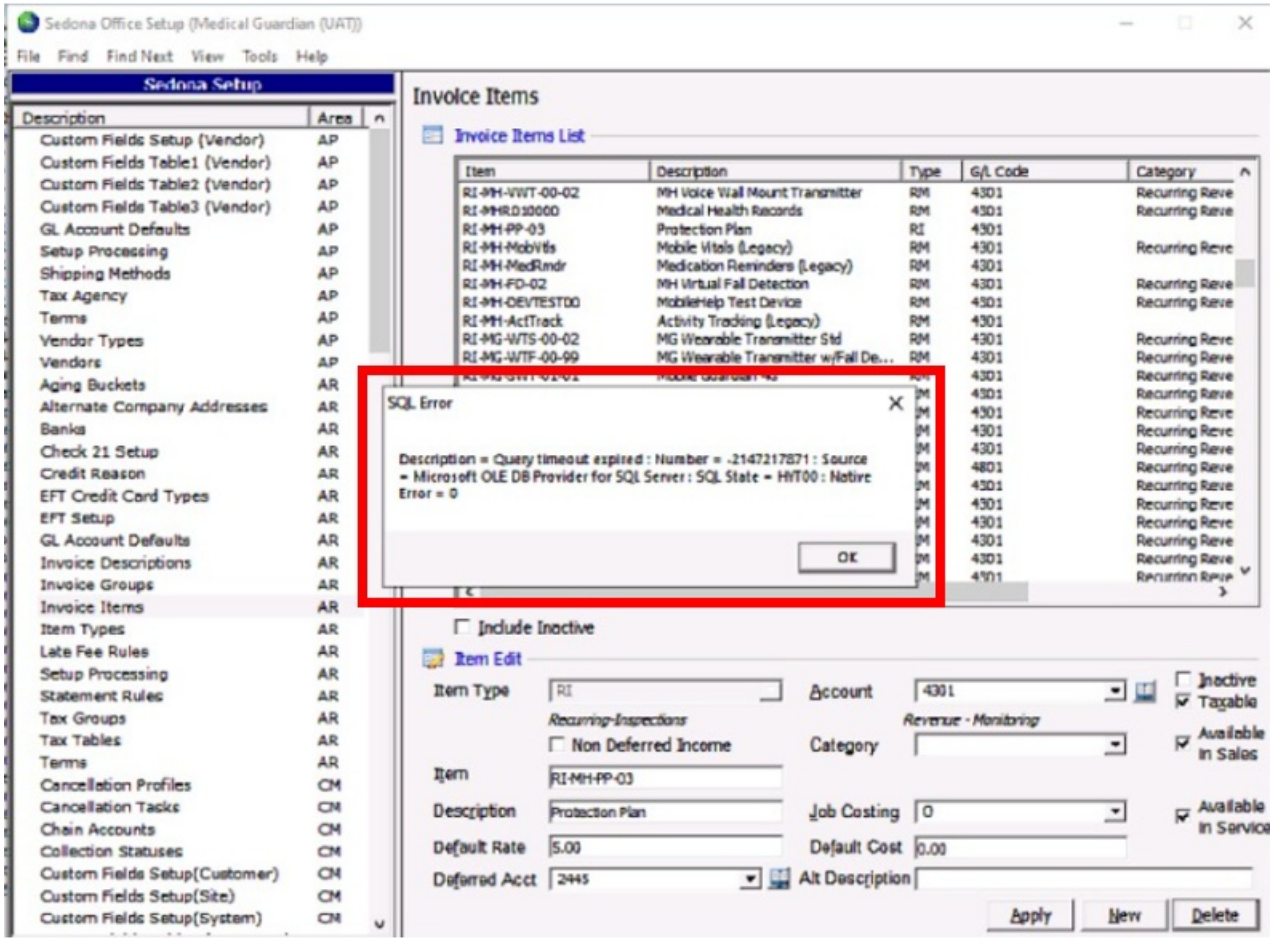
Sedona Office has error-handling messages that alert the user there is an issue with the SQL server instance. The example below is an example of a SQL error. [Query Timeout Expired]

Oftentimes the [Query Timeout Expired] messages are occurring because there is a long-running or expensive query in SQL that has locked the table(s) needed for the end user trying to access the item on the front end. If they have already waited a few minutes, decisions from the customer's IT or Admin on whether to stop those processes or restart their SQL server will be at their discretion.

If the customer is a hosted Cloud customer, Sedona Office Support will address and resolve the issue

If the customer is Enterprise, where they host their own server, Sedona Office support will review the issue, but the company's I.T./MSP Team will have to resolve the SQL server issue.