

# Service Information

## Restrictions on the use of B-COMM 5.7.1

Classification: Internal  
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In the following system configuration, an update to the released B-COMM version 5.7.1 could lead to a conflict and should be avoided:

B-COMM communicates via the Application Interface (AI) with the BPALCE service (B-COMM HCM/bcomm ERP) or with the software of a partner application.

### Situation

1. The released B-COMM version 5.7.1 includes a fixed timeout of 2 seconds. This prevents B-COMM from becoming unresponsive due to high CPU utilization as soon as an application interface is disconnected from a running (active) channel. This is because the B-COMM server tries to resend incoming data from the terminal to the disconnected application interface, resulting in an infinite loop.
2. If a booking request in the communication described above, cannot be answered by the application interface within 2 seconds, B-COMM prematurely terminates the waiting time for the online response. After approximately 2 seconds, BPALCE returns the message <NAK>. This message is no longer recognized in this context and is discarded. B-COMM does not try to reconnect to the application but instead sends endless retry attempts to the application interface. The channel remains in an infinite loop until it is manually restarted. For the user, the affected channel is displayed as green/active and error-free in the B-COMM user interface. Therefore, the error is usually not noticed until days later.
3. The 2-second timeout can also lead to booking loss or booking duplication via the Application Interface (AI).

### Recommendation

Anyone affected by the system configuration described above must:

- a) not update to B-COMM version 5.7.1
- b) downgrade from B-COMM version 5.7.1 to B-COMM version 5.7.0, as no timeout is implemented in this version.

## Outlook

The planned release of B-COMM version 5.8.0 at the end of January 2026 will include a solution that meets all requirements.

## Availability

Both versions, B-COMM version 5.7.0 and B-COMM 5.7.1, can be downloaded directly from the [dormakaba portal](#).

After its official release, B-COMM version 5.8.0 will also be available for download directly from the [dormakaba portal](#).

## Further information

For further questions or information regarding this service information, your usual contacts in 2nd and 3rd level support will be happy to assist you.

### Contact

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