Handshake error on satellite connection

Symptoms:

Your receive a handshake error in the Collection Management program when trying to communicate with the My Movies WebService, when you are on a satellite connection, or another similar connection with high latency.

Cause:

The satellite connection takes longer to open a connection than other connections before it can communicate with the server in the other end. To avoid interface lock-ups on ordinary connections in situations where the internet is temporary disconnected, the Collection Management program have a low default timeout setting when creating handshakes, which is a security mechanism used to block communication from other applications.

Solution:

The program by default have a connection timeout of 5 seconds, which you can increase by adding a timeout value in the registry. Open the Windows Registry Editor by typing "regedit" in your start menu's command area, and press enter. Locate the key "Computer\HKEY_LOCAL_MACHINE\Software\My Movies\WebService" and click on it - on the right side, right click and choose "New", "DWORD (32-bit value)" - name the new value "MinimumTimeOut", and set it's value to 10 (10 seconds). If this does not resolve the problem, you can try setting it to 15 (seconds) instead.

My Movies Knowledge Base
https://kb.mymovies.dk/KnowledgebaseArticle50022.aspx