

Correcting Report Server Timeout Issues

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This document describes the process of adjusting the time-out settings on your servers. Perform these tasks when you frequently encounter report session time-outs or the Chancery SMS system becomes extremely slow when you are running a report.

Note: To confirm that reports are timing out, navigate to the error log, found at C:\inetpub\wwwroot\ChancerySMS\Log on the web server.

If you are using a new report server that does not have Chancery SMS installed, a Pearson implementation consultant should install the current version of Chancery SMS, which is available from *PowerSource* (https://powersource.pearsonschoolsystems.com/s/chancery_sms). For detailed installation instructions, see the *Chancery SMS Installation Guide* for the version being installed.

Note: The report server hardware/software requirements are identical to the requirements for the Chancery SMS web server.

Modifying the report execution time-out settings

After updating the web or report server to the current version of Chancery SMS, use the following procedure to change the report execution time-out settings.

To modify the report time-out settings:

- 1 Based on the report that users are running on the web or report server, navigate to the correct folder:

TABLE 1:

If users are running this type of report	Use this path
Academic Planning	C:\inetpub\wwwroot\ChancerySMS\AcademicPlanning\Reports
Address Range	C:\inetpub\wwwroot\ChancerySMS\AddressRange\Reports

If users are running this type of report	Use this path
Attendance	C:\inetpub\wwwroot\ChancerySMS\Attendance\Reports
Audit	C:\inetpub\wwwroot\ChancerySMS\Audit\Reports
Awards	C:\inetpub\wwwroot\ChancerySMS\Award\Reports
Class	C:\inetpub\wwwroot\ChancerySMS\Class\Reports
Custom Reports	C:\inetpub\wwwroot\ChancerySMS\CustomReports
District	C:\inetpub\wwwroot\ChancerySMS\District\Reports
Grading	C:\inetpub\wwwroot\ChancerySMS\Grading\Reports
Report Cards	C:\inetpub\wwwroot\ChancerySMS\Grading\Reports
Scheduling	C:\inetpub\wwwroot\ChancerySMS\Scheduling\Reports
Setup	C:\inetpub\wwwroot\ChancerySMS\Setup\Reports
Student	C:\inetpub\wwwroot\ChancerySMS\Student\Reports
Student Behavior	C:\inetpub\wwwroot\ChancerySMS\Scheduling\Reports
Transcript	C:\inetpub\wwwroot\ChancerySMS\Transcript\Reports

- 2 Create a copy of the **web.config** file.
- 3 Using **Notepad**, open the original **web.config** file.
- 4 In the **httpRuntime** section, change the **ExecutionTimeout** value to **28800**.
- 5 Save the file.

Modifying the server time-out settings

Use the following procedures to update the time-out settings of the web or report server .config files and for the Internet Information Service (IIS).

To modify the settings for the **machine.config** and **web.config** files:

- 1 On the report server, navigate to
C:\WINNT\Microsoft.NET\Framework\v2.0.50727\CONFIG
- 2 Create a copy of the **machine.config** file.
- 3 Using **Notepad**, open the original **machine.config** file.
- 4 Change the values for the following settings [Table 2]:

TABLE 2

For this setting	Change the value to
httpRuntime section: executiontimeout	3600 (seconds)
processmodel section: responsedeadlockinterval	59 (minutes)
processmodel section: memorylimit	90 (percent)

- 5 Save the file.
- 6 On the web/report server, navigate to C:\inetpub\wwwroot\ChancerySMS.
- 7 Create a copy of the **web.config** file.
- 8 Using **Notepad**, open the original **web.config** file.
- 9 Change the values for the following settings [Table 3]:

TABLE 3

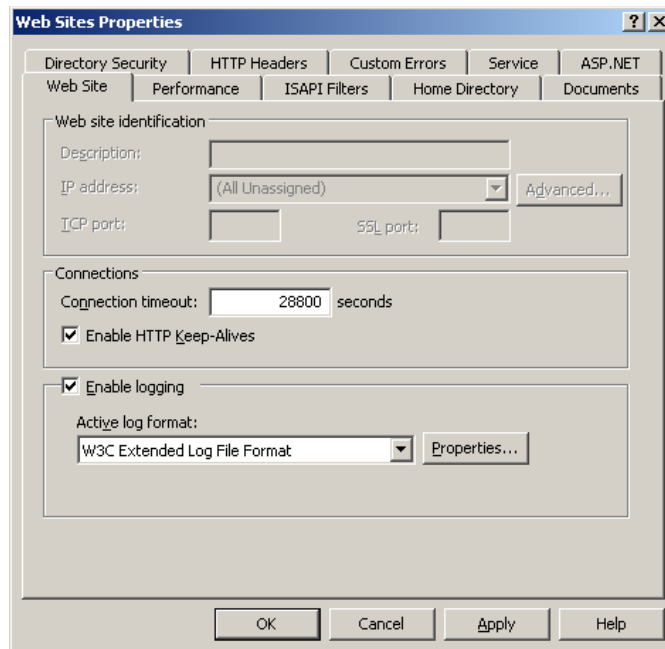
For this setting	Change the value to
Authentication section: timeout	59 (minutes)
Sessionstate section: timeout	59 (minutes)

10 Save the file and reset Internet Information Service (IIS).

To modify the settings for the IIS program:

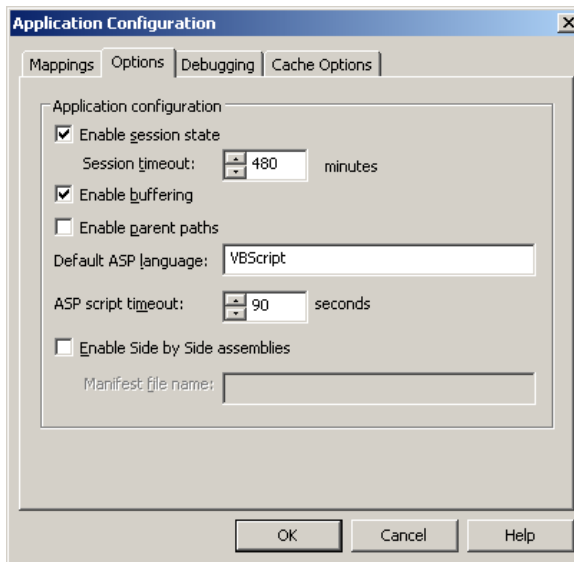
- 1 On the web or report server, click **Start > Administrative Tools > Internet Services (IIS) Manager**.
- 2 In the left pane of the Internet Information Services program, right-click the **Default Web Site** and click **Properties**.
- 3 In the Default Web Site Properties dialog, in the **Connection Timeout** field, enter **28800** [Figure 1].

FIGURE 1



- 4 Click the **Home Directory** tab. Under **Application Settings**, click **Configuration**.
- 5 In the Application Configuration dialog, click the **Options** tab. In the **Session Timeout** field, enter **480** [Figure 2].

FIGURE 2



- 6 Click **OK**.
- 7 Click **OK** again to return to the IIS program window.
- 8 In the left pane, click "+" to expand the Default Web Site. Right-click the Chancery SMS web site, then click **Properties**.
- 9 In the ChancerySMS Properties dialog, under **Application Settings**, click **Configuration**.
- 10 In the Application Configuration dialog, click the **Options** tab. In the **Session Timeout** field, enter **480**.
- 11 Click **OK** and click **OK** again.
- 12 On the web server, reset IIS.

Producing Reports

If the report or web server is already running the maximum number of reports (the default setting is 2), a message indicates the server is busy and there will be an automatic retry in 30 seconds. If this message displays, you do not need to click the **Preview** button again as the report request will be automatically resubmitted. If you do not want to wait for the report (after seeing the server busy message), click **Cancel** and the report will not run.

Pearson recommends that you use different servers for different types of reports.

Smaller Reports - Web Server

For smaller reports, such as Class reports, run them on the web server.

Do not use the report server for smaller reports. If you do, reports might take longer to complete because the report server needs to complete larger reports.

Larger Reports - Report server

Use the report server for larger reports, such as reports by grade, school, or district. To avoid affecting the performance of Chancery SMS, log on to the report server to run these reports.

Note: Log on to the Chancery SMS report server only to print reports. Do not perform other Chancery SMS tasks while logged on to the report server. Any user who can log on to Chancery SMS can log on to the report server.

To log on to the report server:

- 1 Start the browser and point it to `http://<ReportServerName>/ChancerySMS`.
- 2 Log on to the report server.
- 3 Print the reports you require.
- 4 Log off.