PEARSON

TECHNICAL BULLETIN

PowerSchool SMS 8.4.3.010014 and higher

Configuring Planning Calendar Timeout Settings

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This technical bulletin provides details about how to:

- customize the SQL execution timeouts that are part of the District Planning Calendar creation process;
- customize the IIS request execution timeout for the District and School Calendar web pages;
- add a new District Planning Calendar
- troubleshoot errors

District Planning Calendar creation process

When a district user adds a new District Planning Calendar, PowerSchool SMS creates the calendar in two stages:

Stage 1: During this stage, PowerSchool SMS creates the initial database record for the District Planning Calendar. This process is initiated by the user [see *Adding a new District Planning Calendar*, p. 3].

Stage 2: In this stage, PowerSchool SMS completes the creation of the calendar based on your district's PowerSchool SMS installation configuration. Stage 2 includes the processing of program records (applicants, queues, next year rollovers, etc) for Program Management. For large districts with many records, it may be necessary to customize timeout settings to ensure planning calendars are created without the system timing out [see *Customizing calendar creation timeout settings*, p. 2].

Customizing calendar creation timeout settings

Custom timeout settings enable you to define the timeout values associated with the creation of the District and School Planning Calendars. **Note**: After you change these settings, you must run an IIS restart.

Stage 1 (creation of the initial database record) is supported by IIS web page settings that PowerSchool SMS applies to District and School web pages and by SQL query commands during the creation of the initial database record. Stage 2 is supported by a SQL query timeout setting that PowerSchool SMS applies to the Database Task Manager during the creation of the remaining records, including Program Management.

The customizable timeout settings are located in the root application web.config file (for example, `c:\inetpub\wwwroot\PowerschoolSMS\web.config`) and are as follows:

```
<CustomTimeoutSettings>

  <!-- Values are in minutes -->

  <!-- Valid ranges are 1 through 35791394 -->

  <!-- Blank values or values outside of permitted ranges will use internal defaults-->

    <add key="SMSWeb.DistCal.BaseCalCreate.PageTimeout" value ="" />

    <add key="SMSWeb.SchoolCal.CalCreate.PageTimeout" value ="" />

    <add key="SMSWeb.DistCal.BaseCalCreate.SQLTimeout" value ="" />

    <add key="SMSWeb.SchCal.CopyDependents.SQLTimeout" value ="" />

    <add key="TaskManager.Task.DistCal.PrepProgramsTask.SQLTimeout" value ="" />

  </CustomTimeoutSettings>
```

Description of customizable settings

`<add key="SMSWeb.DistCal.BaseCalCreate.PageTimeout" value ="")/>`

A Web Page Timeout that is applied to the DistrictCalendars.aspx page. The default is the web site session timeout [see *IIS execution timeout customization*, p. 3]

`<add key="SMSWeb.SchoolCal.CalCreate.PageTimeout" value =" "/>`

A Web Page Timeout that is applied to the SchoolCalendars.aspx page. The default is the web site session timeout [see *IIS execution timeout customization*, p. 3]

`<add key="SMSWeb.DistCal.BaseCalCreate.SQLTimeout" value =""/>`

A SQL Query command timeout that is applied to the creation of the initial District Planning Calendar database record. The default is 10 minutes.

`<add key="SMSWeb.SchCal.CopyDependents.SQLTimeout" value =""/>`

A SQL query command timeout that is applied to the School Planning Calendar "copy planning calendar dependents" operations. The default is 3 minutes.

`<add key="TaskManager.Task.DistCal.PrepProgramsTask.SQLTimeout" value =""/>`

A SQL Query command timeout that is applied to the task executed by the PowerSchool SMS Database Task Manager; this setting supports the District Planning Calendar Stage 2 operations. The default is 60 minutes.

IIS execution timeout customization

IIS provides a built-in mechanism to configure specific page request timeouts for web pages that require longer processing times than the default web site setting of 110 seconds.

Within the folders that contain the District Calendar and School Calendar.aspx pages, there is a web.config file that enables you to customize the page request timeout setting. A web.config example of this is:

```xml
<?xml version="1.0" encoding="utf-8" ?>
<configuration>
   <system.web>
      <httpRuntime executionTimeout="600" />
   </system.web>
</configuration>
```

`<httpRuntime executionTimeout= " ">` can be configured to permit sufficient time (in seconds) for the request to be completed.

- The District Calendar executionTimeout configuration is located in `<SMSWebSiteRootFolder> \DistrictCalendar\web.config`, for example, `c:\inetpub\wwwroot\PowerschoolSMS\DistrictCalendar\web.config`
- The School Calendar executionTimeout configuration is located `<SMSWebSiteRootFolder> \Setup\web.config` for example `c:\inetpub\wwwroot\PowerschoolSMS\Setup\web.config`

Notes:

- If you extend the `SMSWeb.DistCal.BaseCalCreate.SQLTimeout` or the `SMSWeb.SchCal.CopyDependents.SQLTimeout` beyond their default values, you must also extend the corresponding page request `executionTimeout` value so that it is equal to or greater than the new values for the SQL timeout values;
- If you extend the `executionTimeout` value beyond the default website session timeout value of 1200 seconds, you must extend the `SMSWeb.DistCal.BaseCalCreate.PageTimeout` or `SMSWeb.SchoolCal.CalCreate.PageTimeout` value so that it is greater than the `executionTimeout` value (converted to minutes) + 5 minutes (this value is the internal PowerSchool SMS value used to display the page inactivity warning message before the automatic session timeout).

Adding a new District Planning Calendar

You add a new District Planning Calendar from the District Calendar page. **Note**: While PowerSchool SMS is creating the District Planning Calendar, no edits can be made. Also, creation of the School Planning Calendar can commence only after the District Planning Calendar process has completed successfully.

To add a new District Planning Calendar

1 In the **Admin** menu, click **District Setup**. The District Setup page appears
2 Click District Calendar. The District Calendar page appears
3 Click **Add Planning Calendar**. **Note**: If Stage 1 or Stage 2 of the District Planning Calendar creation process does not complete successfully, an error occurs. [see *Troubleshooting*, p. 4]

Following the successful completion of Stage 1, the Stage 2 Task Manager task is queued for processing [*District Planning Calendar creation process*, p. 1]. A notification is provided on the District Calendar page indicating the state of the Stage 2 operation for the District Planning Calendar creation process. When the Task Manager task is submitted for processing, a task appears in the CSL_SS_TASK table. You can view the status of the Stage 2 task as follows:

To view the status of the District Planning Calendar creation task:

1 In the **Admin** menu, click **District Setup**. The District Setup page appears.
2 Under Tools, click <u>Task Management</u>. Task Management page appears.
   • To reorder the list of tasks, click a column heading.

Troubleshooting

Stage 1 errors

If the Stage 1 process does not complete successfully, you may receive an error message, such as "The requested resource is currently unavailable. Please try again or contact your System Administrator", or you may be returned to the PowerSchool SMS Sign-in page.

To view details of an error and resolve the issue, navigate to the Web Server log file, which is typically located in `c:\inetpub\wwwroot\PowerSchoolSMS\Log.`

Once you have resolved the Stage 1 error, click **Add Planning Calendar** to restart the process.

Stage 2 errors

Stage 2 Task Manager error messages are displayed on the District Calendar page, and can be any one of the following:

• "Creation of the District Planning Calendar failed. To identify the issue, review the Task Manager logs"
• "Creation of the District Planning Calendar was aborted. This Task Manager condition must be resolved prior to performing any additional calendar creation operations"
• "Creation of the District Planning Calendar was suspended. This Task Manager condition must be resolved prior to performing any additional calendar creation operations"

For an explanation of the error, navigate to the Database Task Manager log, in `c:\csl\<SMS Database name>\SMSBusinessObjects\Log.`

After you have resolved the problem associated with the Stage 2 task, contact Technical Support for help restarting the task.