

**Reporting: 'Connection Dropped CUIS Application Pool' Message**

<b>Problem Summary</b>	A message indicating that the connection has been dropped is logged in the Httperr.log file. This occurs while a reporting is loading.
<b>Error Message</b>	Connection_Dropped CUIS Application Pool
<b>Possible Cause</b>	IIS/Browser issue.
<b>Recommended Action</b>	<p>Enable the Recycling setting in the CUIS Application Pool as follows:</p> <ul style="list-style-type: none"> <li>• Navigate to: Computer Management &gt; Services and Applications &gt; IIS Manager &gt; Application Pools &gt; CUIS Application Pool.</li> <li>• Right-click CUIS Application Pool and select "Properties".</li> <li>• Check "Recycle worker process at the following times".</li> <li>• Enter a time when few users are likely to be connected.</li> </ul> <p>Note that users who have run an ad-hoc report at the time of the recycle will see this message when the report is refreshed: "The realtime subsystem has been cleared. In order to continue viewing the report you must re-filter it". In this situation, the user must launch the report once again. Note also that reports in the Dashboard will miss a refresh cycle during recycle.</p>
<b>Release</b>	Release 7.5(x)
<b>Associated CDETS #</b>	None