

Reporting: 'Connection Dropped CUIS Application Pool' Message

Problem Summary	A message indicating that the connection has been dropped is logged in the Httperr.log file. This occurs while a reporting is loading.
Error Message	Connection_Dropped CUIS Application Pool
Possible Cause	IIS/Browser issue.
Recommended Action	<p>Enable the Recycling setting in the CUIS Application Pool as follows:</p> <ul style="list-style-type: none"> • Navigate to: Computer Management > Services and Applications > IIS Manager > Application Pools > CUIS Application Pool. • Right-click CUIS Application Pool and select "Properties". • Check "Recycle worker process at the following times". • Enter a time when few users are likely to be connected. <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>
Release	Release 7.5(x)
Associated CDETS #	None