

# Report Processors not running

## Batch Reports Stop Running

### **Q. How do I restart Report Processors to ensure my Batch Reports will run?**

**A.** If your batch reports stop running we recommend restarting the Report Processors. There must be one processor set up that each day reads "Start Date] [Time] CREATE Batch Check..." Occasionally the Report Processor with the CREATE Batch Check... in it dies and does not get restarted properly.

When restarting Report Processors, start just one first. This will create the Batch Report processor. Once this one is up and running, start the rest, usually 4 more. You will now have one that says "\*\*\*CREATE Batch Check..." and the rest say "\*\*\* Do not process batch"

Your My Reports screen will show pending Batch reports under Reports Waiting to Run.

Be sure to delete the shutdown processors.

## Red Warning Message on Report Processors

### SEE IMAGE IN ATTACHMENT

### **Q. What does the red warning message mean and what to do about it?**

**A.** SIMS, SCS and EPIMS exports all take a long time to processor due to the amount of calculations and running of mini-programs to get the data. Other reports that can take a while to run include all Master Schedule Builder reports (run, clear, restore), running student schedules, large runs of reports cards, and some Advanced Export Reports.

During these times the Report Processors will show a red warning message Process has NOT cycled in more than 3 minutes. These warnings go away when the report finishes.

When someone stops one of these reports before it is done by shutting down a Report Process, it keeps running in the background and it takes up an agent until it finishes. Starting a new processor starts a new agent. Doing this several times can slow your site down and can possibly take it down all together. Too many agents running at once can cause bigger issues.

The best thing to do is wait out the report. If it takes more than 15 minutes to finish, check the Report Processor Log and see if it spun an error. If no error shows in the log, the report is still running. If it goes for more than 30 minutes with no errors in the log, let us know and we can check the server log to see if it is still running.

Just remember that the Red Warning Message is a warning to you saying that it is running a report that takes more than 3 minutes and does not necessarily mean the report has shut down or caused an error.

Example Report Processor times for the SIMS Export 52 Elements the SCS (Sims 13):

12/23/2014 11:53:08 Run MA DOE 35 Field CSV, doemarptstate35.p,

12/23/2014 11:56:28 Completed MA DOE 35 Field CSV in **200 seconds**.

12/23/2014 13:40:00 Run MA DOE Sims 13, doemarptstate13.p,

12/23/2014 13:47:37 Completed MA DOE Sims 13 in **457 seconds**.

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System Configuration -> Help -> Report Processors not running

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