iPass Tip: Check Report Processors

Symptom: Batch Reports stopped running over night

Issue: Rogue Report Processors

Reason: This time a year, when everyone is running Mass Load Schedules and Requests, sending large amounts of data to the DOE, and running large reports and exports for different reasons, a Report Processor can "go rogue."

This is when they show in the Operating System Processes (bottom of the Report Processor screen) but do not show above in Report Processes - Current Time (top of the Report Processors screen).

Solution: Stop all Report Processors and Start 1 new one, followed by 4 more new ones.

1. Stop all Report Processors using Shut Down / Check All. Click Submit.

2. Delete the reports showing in the Report Processes - Current Time (top of Report Processors screen) using Del / Check All. Click Submit.

3. Check the bottom of the screen under Operating System Processes to see if

there are any "Report" Type processes still showing as running. If yes, check

off Stop and Click Submit to end the "rogue" Report Processor. (You may need

to click Submit again to refresh the screen to get an accurate representation of

what is currently running.)

4. Then Start (only) 1 new Report Processor *(This creates the Batch Report

Processor that runs the scheduled Recurring Reports and has to be started first

and by itself)

Any reports that are backlogged should begin to run at this point, including scheduled batch reports.

5. Then Start 4 more Report Processors.

Check My Data > Remove Failed Reports to see if any old reports are showing under Reports in Running State. If there are any with an old Date/Time, select and click Submit to remove any that did not complete.

Suggestion: You should check the Report Processor often during these busy times.

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System Configuration -> Help -> iPass Tip: Check Report Processors

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