Web report may terminate before completion due to inactivity

Symptom

Generation of a web report may terminate before completion if the session timeout is exceeded. This might happen if web report generation takes longer than the OpenAccess session timeout value, and if the user does not perform any other actions inside the Reports client to keep the session active during report execution.

Resolution

Increase the OpenAccess session timeout duration, then apply the new setting to Reporting by re-running Setup Assistant:

1. Increase the OpenAccess session timeout to a longer value to allow for longer reports execution. In the Users web app, select **Password Settings > Inactivity Timeout**.
2. Re-run Setup Assistant on the server containing the LS Reporting service to apply this change to the reporting engine.
3. Restart the LS Reporting service.

Applies To

OnGuard 8.1 and later.

Additional Information

In OnGuard 8.1, the **A0FF0001 NullPointerException** error looks like this:

In OnGuard 8.2, the **A0FF0001 NullPointerException** error looks like this:

ⓘ Error Code: A0FF0001

General Description

NullPointerException Cannot invoke "com.jinfonet.web.vfs.Process.getUserInfo()" because "proc" is null

For additional help:

- Report this issue to your application administrator.
- Visit the site https://portal.lenels2.com/default.aspx
- Request help from LenelS2 Support tech@lenels2.com.