

## [Tech Note 785](#)

# InBatch Report Times Out

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Topic#: 002566

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## Introduction

When running larger InBatch reports that are 8 Pages or longer, there is a possibility that the report will time out before it's complete, and generate an error.

This problem is common to IIS 6 and IIS 7.

**Note:** The solution involves modifying .config files. Please be sure that they are implemented correctly. If they are not, the report system will be impacted.

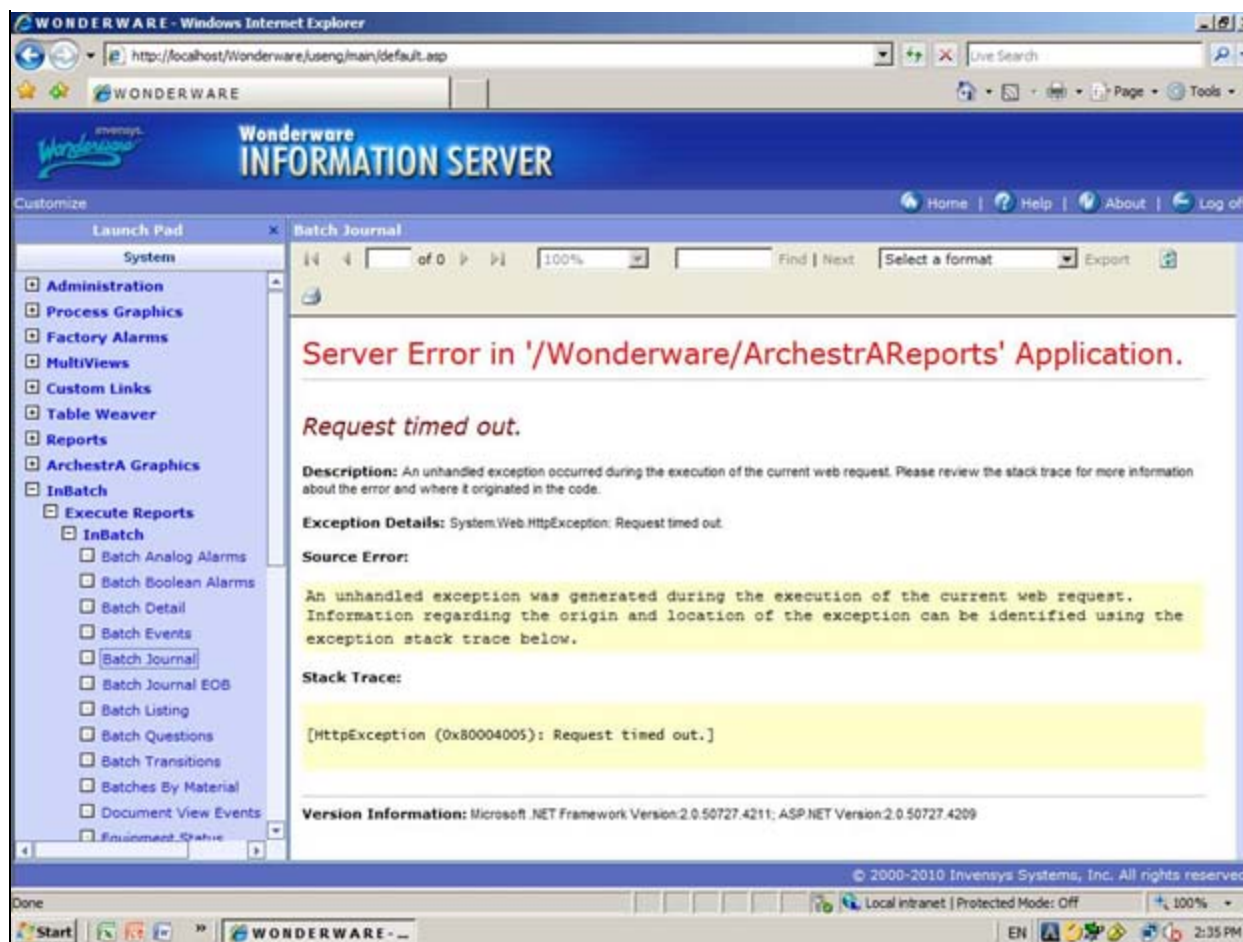


FIGURE 1: WIS SERVER ERROR MESSAGE IN BATCH REPORTING

## Application Versions

- InBatch 9.0 and 9.0 SP1
- Wonderware Information Server 4.x
- Internet Information Services (IIS) 6 and 7

## Solution for IIS 6 and 7

You must modify some configuration files in order to provide user-defined timeout in IIS. You must have Administrator permissions on the server.

**Note:** The following file paths are created when you install InBatch.

1. Go to **C:\windows\system32\inetsrv\config\applicationHost.config**.

2. Locate this entry:

```
<section name="requestFiltering" overrideModeDefault="Deny" />
```

3. If **Deny** is specified change it to **Allow**.
4. Save and close the config file.
5. Go to **C:\inetpub\wwwroot\Wonderware\web.config**
6. Add the following code:

```
<system.web>  
<httpRuntime executionTimeout="9000" maxRequestLength="2097151"/> <!-- ~2GB -->  
</system.web>
```

7. Save and close the file.
8. Restart the system or restart the IIS services.

This is a common solution for both IIS 6 and IIS 7.

## Solution for WIS/IIS 6

If you are running InBatch 9.0 with IIS 6, contact [Wonderware Technical Support](#) and request Hot Fix **1593**.

**Note:** The Hot Fix is included with InBatch 9.0 SP1. However, the following procedure must be completed on all Wonderware Information Server Nodes.

After you apply the Hot Fix (for InBatch 9.0), complete the following procedure.

1. On the WIS machine, launch the Information Server Home Page.
2. Go to **Administrator > Data Source Manager**.
3. Select the **Production** Shared Data Source and ensure the **Connection Timeout** and the **Query Timeout** fields are both set to **0** (no time out).
4. Go to **Administrator > Report Manager**.
5. At the top-right corner, click **Site Settings/Report execution time out**, then click the **Do not time out report execution**.
6. Click **Apply**.

J. Godfrey

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