

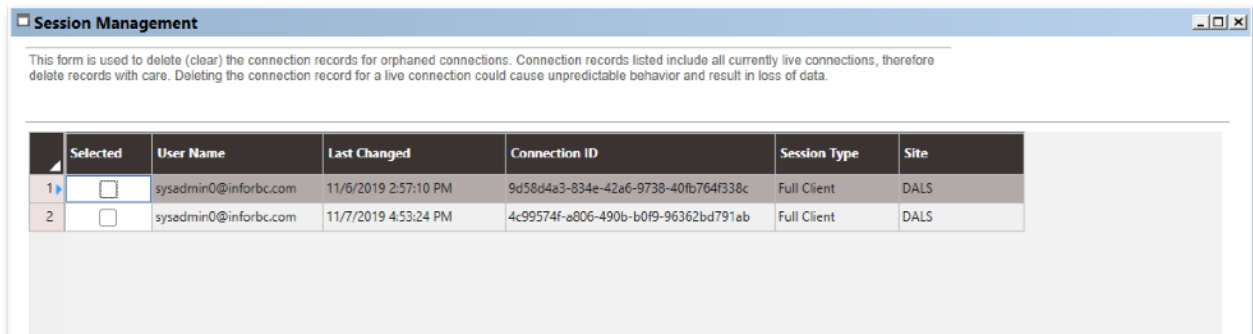
SyteLine Tips and Tricks - Clearing Orphaned Sessions

This is a tip for those of you responsible for administering your SyteLine/CloudSuite Industrial environment. This tip applies to SyteLine 8.01.10 and higher.

Have you ever found users complaining that they can't log in due to a shortage of licenses, when you knew you had enough to go around? Have you ever looked at the Session Management form and wondered if all those sessions were valid and which ones to delete?

If a user's session terminates abnormally (PC reboots for example) the user couldn't close out of SyteLine normally. This potentially leaves a license being consumed and results in fewer licenses available.

You can look in the Session Management form to see all users that have currently allocated licenses and try to discern if any of those sessions are orphaned. Below is what that form looks like with a user who has apparently logged in twice but, the first session is actually an orphaned session:

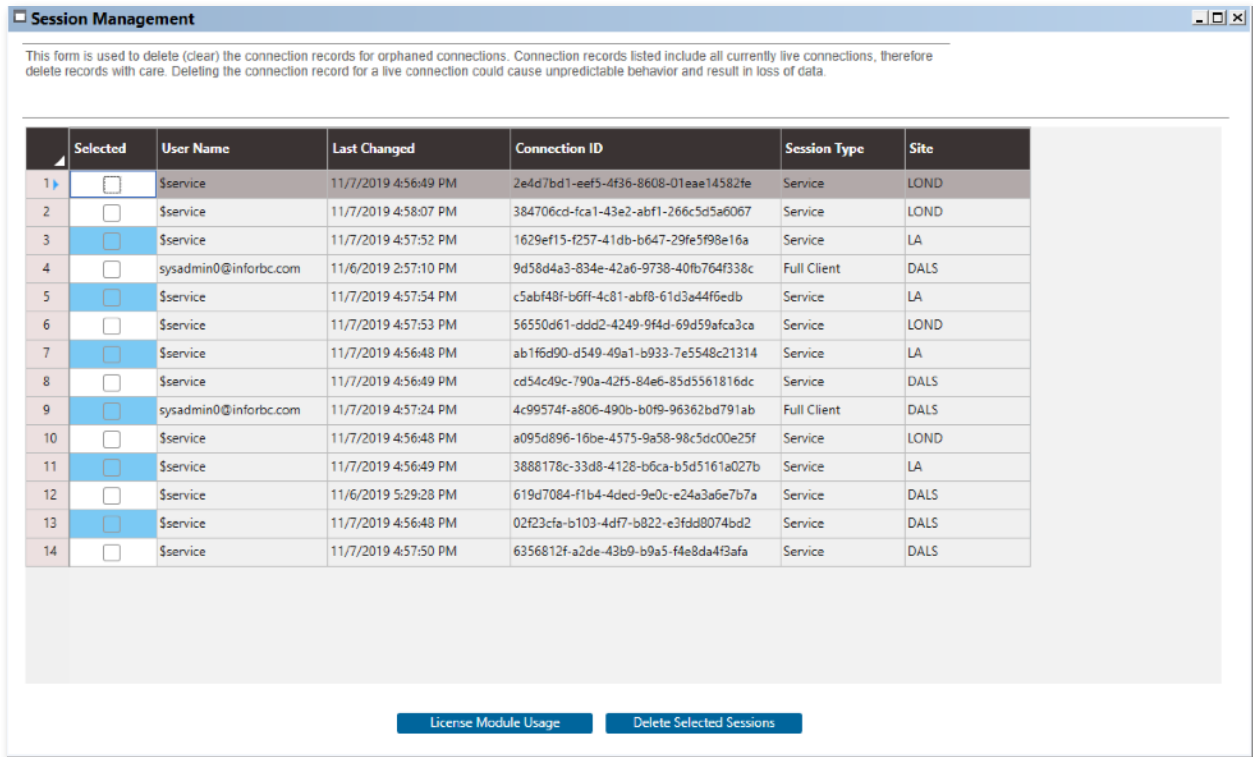


The screenshot shows a window titled "Session Management" with a warning message: "This form is used to delete (clear) the connection records for orphaned connections. Connection records listed include all currently live connections, therefore delete records with care. Deleting the connection record for a live connection could cause unpredictable behavior and result in loss of data." Below the message is a table with the following data:

	Selected	User Name	Last Changed	Connection ID	Session Type	Site
1	<input type="checkbox"/>	sysadmin0@inforbc.com	11/6/2019 2:57:10 PM	9d58d4e3-834e-42e6-9738-40fb764f338c	Full Client	DALS
2	<input type="checkbox"/>	sysadmin0@inforbc.com	11/7/2019 4:53:24 PM	4c99574f-e806-490b-b0f9-96362bd791ab	Full Client	DALS

You can delete a session from this form, but that could be a dangerous thing to do if you have a concurrent user license, as that user may actually be logged in twice and active in both sessions.

This form also shows sessions that are associated with system processes, where the username is \$service. These too can be orphaned for several reasons but remain potentially consuming system resources. It is not possible to determine which of these \$service sessions are orphaned merely by looking at the Sessions Management form. Here's a screen shot of the Session Management form showing the \$service processes as well:



Luckily, SyteLine provides the tools to detect and delete orphaned sessions.

If a user's session is open but inactive, we can configure the session to signal the server (ping) at regular intervals that it is still properly open, and we can tell the server to close the session if it doesn't receive a ping after a certain amount of time.

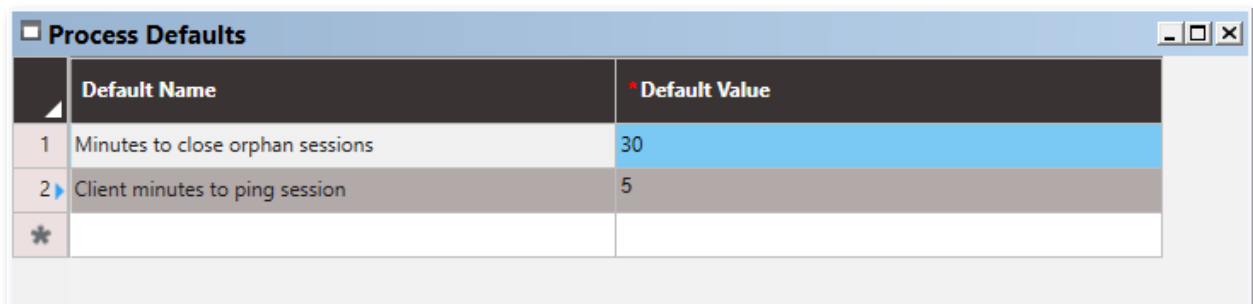
So, how is this done?

There is a form in SyteLine called "Process Defaults" that is used for many purposes, one of which is to handle our problem.

Open the Process Defaults form and check to see if you have two processes in your list:

- "Client minutes to ping session"
- "Minutes to close orphan sessions"

If these are not in the grid of your Process Defaults, add them. Set the "Client minutes to ping session" to 5 and the "Minutes to close orphan sessions" to 30, as shown below:

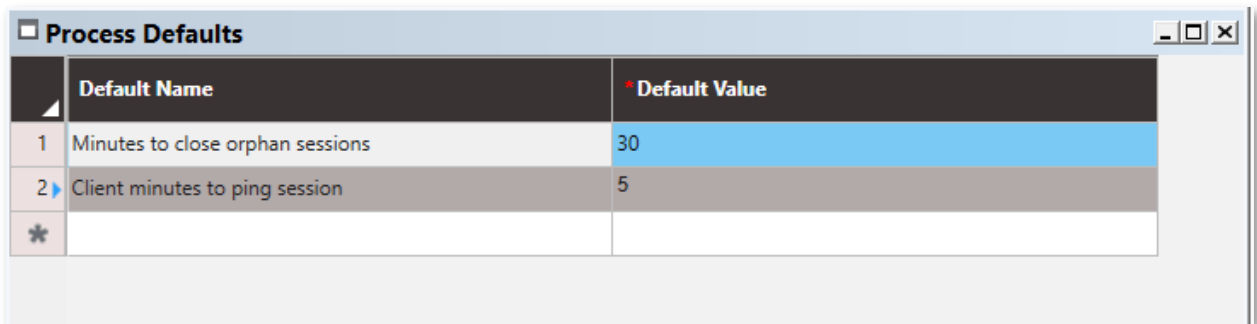


The client is going to let the server know that it is still connected by sending a signal to the server every 5 minutes. The server will delete the client session if it doesn't not receive a signal within a 30-minute period.

Be very careful not to reverse the values! Do not set the "Minutes to close orphan sessions" to a value less than or equal to "Client minutes to ping session". If you were to do that your users would get kicked out of the system and active \$service sessions would be terminated crashing the environment.

After setting the above values, you will need to stop and restart the IDO Runtime Service. This cannot be done with other users on the system and so you will have to wait until after hours to perform the service restart.

We recommend all system admins set up their Process Defaults as above. You'll find more licenses available to your users and less system resources consumed by abandoned sessions!



	Default Name	Default Value
1	Minutes to close orphan sessions	30
2	Client minutes to ping session	5
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