WEBEOC TIPS AND TRICKS: MARCH 2013

Fine-tuning IIS Sessions

Every user that logs on to WebEOC starts a new session between their machine and the WebEOC IIS server. The sessions are managed by application pools within IIS and they are stored in the RAM.

There are different types of application pool recycling in IIS that affect sessions, and therefore could cause users to be kicked off in the middle of work:

1. **Specific Time(s)**: This is the Critchlow recommended method! This method appeals to many organisations, since the administrator can determine when exactly the application pool will recycle (2:00 AM, 11:00 PM, etc).

2. **Regular Time intervals:** (Default within IIS). This is defaulted to 1740 minutes (29 hours). Since this is a rolling 29 hour period, termination time is difficult to determine. When this 29 hour period is met, the application pool is recycled and the user sessions are terminated (these users are logged out of the system).

3. **Fixed Number of requests**: Not recommended since the application pool would recycle during periods of high activity. No way to determine when the recycle will occur.

4. **Memory-based Recycling**: Not recommended since memory varies greatly from system to system. Memory-based recycling tends to recycle the application pool during periods of high activity, such as a drill, exercise, or activation.

Antivirus software can also interfere with sessions when it scans files and writes hidden information. To fix this issue, an exclusion needs to be set up within the virus scanning software for the Program Files\ESi folder (specifically the /eoc7/bin directory).

For more information, contact Critchlow's Emergency Management Services Leader, Michael Andreas: michael.andreas@critchlow.co.nz