

Helix ALM Trend Reports Take a Long Time to Display

Problem

Helix ALM trend reports take a long time to display when generating. In some instances, a server timed out or a session dropped error occurs.

Cause

Trend reports with a large amount of data can take a long time to spool the data from the Helix ALM Server, through the web server, and then to your browser. Some browsers do not cache large amounts of data efficiently and may contribute to the length of time it takes to display the trend report.

Solution

Remember that large amounts of data may be spooling to your browser. This can increase the time it takes to display the report, depending on your connections and other variables such as how busy your web server is and if the Helix ALM Server is processing other requests. You should also check the caching information on your browser. You may want to increase the amount of disk space that can be used.

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<http://www.seapine.com/knowledgebase/index.php?View=entry&EntryID=368>