SAP CRM – WebUI Sessions Restarting

Applies to:
SAP CRM WebUI. For more information, visit the Customer Relationship Management homepage.

Summary
Detailed explanation or How-to if users are working on WebUI and their sessions are restarting.

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Author Bio
I have been with SAP for a little over 5 years working as a Senior Support Consultant I in Primary Support, AGS Business Suite and Technology. I was working with SAP Retail POS and moved to CRM approximately 2 years ago. I mainly focus on FRW, IC and Sales components.
**WebUI Sessions & Memory**

Let’s say that you have users who are complaining that their WebUI sessions are restarting while they are in the middle of a transaction.

There are two way to approach this issue; first we can check the customizing and second we can debug.

**Customizing**

**Step 1:**
Logon to SAPGUI and execute transaction spro

**Step 2:**
SAP Reference IMG -> Customer Relationship Management -> UI Framework -> Technical Role Definition -> Define Technical Profile -> select the Technical Profile in question (we will use DEFAULT in this example using Business Role SALESPRO) and click on the magnifying glass

**Step 3:**
From the screenshot below, you can see that the Memory Threshold for Restart is set to 100 MB. Remember empty means no restart.
Step 4:
Now launch WebUI using SALES PRO Business Role

Step 5:
Check the memory consumption by using transaction SM04 and you can see that the WebUI session is using 18MB

Step 6:
Run a few transactions or reports on the WebUI and you will see it increase…

Step 7:
As soon as the Memory Threshold reaches 100MB the session will restart. To overcome this issue, you might want to increase the threshold.
Debugging

Step 1:
Put a breakpoint in Method GET_MEMORY_THRESHOLD of Class CL_CRM_UI_TP_SRV

Step 2:
Session restarts are handled by Method HANDLE_RESTART of Class CL_CRM_UI_SESSION_RESTART. You should put another breakpoint there.
Step 3:
Now launch WebUI and after you have selected the Business Role (if you have an option), the 1st breakpoint will be hit. You can see from the screenshot below that the value for GS_TECH_DETAILS-MEMORY_THRESHOLD is 100. You can change this to a smaller number during debugging as reaching 100MB might take a lot of time. You can then hit F8 on your keyboard to exit the debugger and you will be back in WebUI.

Step 4:
As soon as it reaches its maximum, it will hit the 2nd breakpoint. As you can see that restart_requested has the value X which is true.

Step 5:
You will still see only one session in SM04 but if you compare the Time, it will be different.
Related Content

For more information, visit the [Customer Relationship Management homepage](http://www.sap.com/).