Report Error Occurred During Processing

When attempting to generate a report, the following error message appears in the report window or the Report Log section of the Uptime Infrastructure Monitor user interface:

Symptom

```
Report Error Occurred During Processing
```

Diagnosis and Resolution

There are several root causes that may contribute to this problem. Messages relating to the cause may appear in the `uptime.log` file. For assistance in diagnosing and resolving the issue, please generate and send a Problem Report to Uptime Customer Support.

To generate a Problem Report:

1. On the Uptime Infrastructure Monitor tool bar, click **Config**.
2. In the Tree panel, click **Problem Reporting**.
3. If you do not want to include a copy the configuration data from your DataStore, click **Include config database dump**.
4. Click **Generate Report**.

Related Documentation:

Adjusting the Java Heap Size