Recast

FaultException Invalid user session

Last Modified on 2026-09-24

Possible cause: A session that is stuck in the database.
A session object may become stuck, which could prevent a user from logging in.

Workaround:

> This workaround will delete all user sessions and all the users will be logged out forcibly.

1. In Application Workspace, navigate to **Automation** > **Scheduled Tasks** and open the *Clean Sessions* task.
2. Navigate to the **Settings** screen. Set the number of hours to 0 (zero).
3. Navigate to the **Schedule** screen. Delete the default interval of 5 minutes.
4. Run the task. You will be logged out while the task runs because also the current user session is being deleted.
5. Log back into Application Workspace and navigate back to the *Clean Sessions* task.
6. Navigate to the **Settings** screen. Set the number of hours back to 8, the default value.
7. Navigate to the **Schedule** screen. Add an interval of 5 minutes. This is the default value.