



Community Maintenance Guide

System Login Expiration

For Community Software Version 4.x

Revision 1.2

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About this Document

This document outlines the steps to manage the length of time a user may be idle in CommunityWFM prior to being logged out. The intended audience of this document is IT personnel responsible for maintenance of the CommunityWFM Application Server. The document assumes the reader is familiar with and provisioned for basic navigation of IIS (Internet Information Services).

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CommunityWFM Session Expiration

CommunityWFM, by default will log users out of the system after 20 minutes of inactivity. Security, as well as consumption of system resources, are factors in determining the correct amount of time to wait for an idle user to be logged out.

Customers frequently contact the helpdesk for assistance in extending the logout time for CommunityWFM, however, the Web Server hosting CommunityWFM is responsible for managing the idle logout time.

Managing Settings

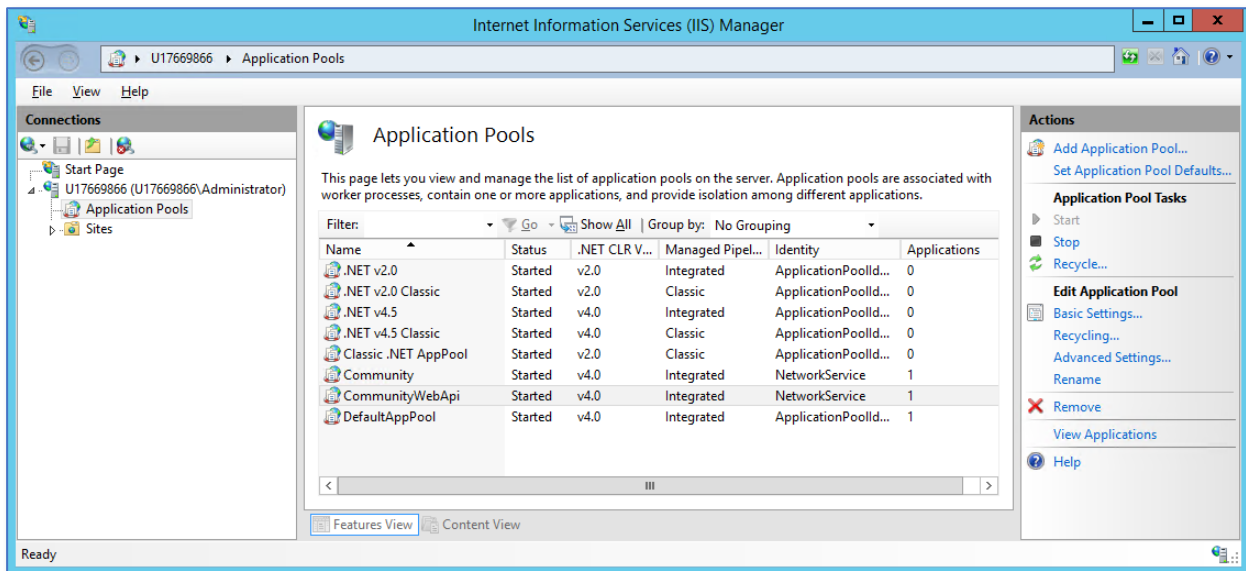
Timeout settings are controlled by two primary settings in IIS: application pools and the website itself. CommunityWFM, by default, uses two application pools and two websites. Each application pool requires modification in addition to the main CommunityWFM website. The time-out setting should be consistent in both application pools and the website.

****Caution****

Microsoft discourages excessively long expiration times. It is considered a security risk to leave idle systems logged in for extended periods of time. Additionally, open application pools consume system resources. Performance may be diminished by extended idle times if the web server is not provisioned for the additional load.

Manage Application Pools

- Open ISS
- Navigate to application pools from the tree control in the Connections panel in IIS.
- Click *Application Pools*
- Community uses two application pools:
 - Community – Main website
 - Community Web API– Restful service
- Click on each application pool and select *Advanced Settings* from the *Actions* column.

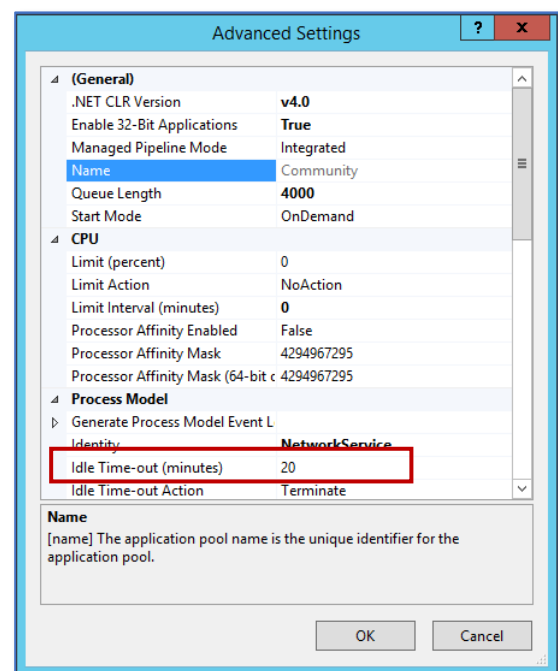


The Advance Settings box shows the properties for the application pool. The Idle Time-out value is found under the Process Model sub-section.

Change the time-out value to the desired duration and click *OK*.

Repeat this step for the other application pool.

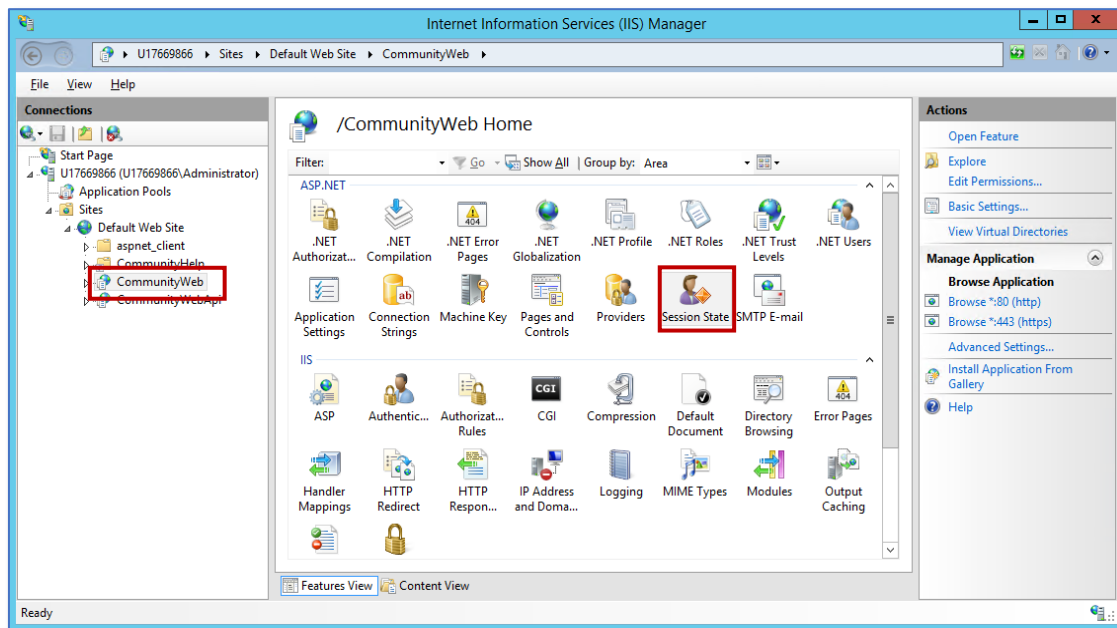
Important: Values should be consistent across both application pools and the website.



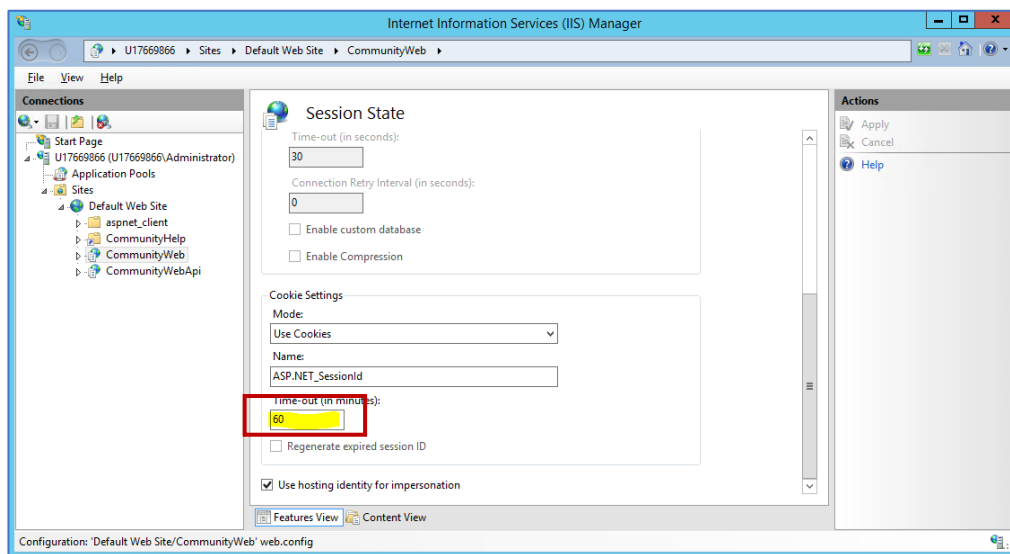
Manage Website

After completing the application View pools settings, navigate to the Community Website.

- Click the CommunityWeb website on the Connections panel
- Double click the Session State icon in the ASP.NET panel in the middle of IIS
The middle panel should now display the Session State parameters



- Scroll to the bottom of the parameter list.





- Change the Time-out value to be consistent with the changes in application pools.
- Click *Apply* in the Actions pane to apply the change.

***Note: changing this setting will force a restart of IIS.**

Your system should now be configured with the desired idle logout value.