

Timeout and Keep Alive during the...



RyanKelly 62 posts since

Mar 8, 2007

Hi Clearspace Support

We have a global SSO session timeout of 15 minutes on our Oracle Application Server environment. With our Clearspace integration, we have it linked into our SSO and therefore, if logged-in users have not interacted with the server for a period of 15 minutes, then they will get logged out. We have had numerous problems with our members creating a message post for more than 15 minutes because some of our users write lengthy messages and proofread their messages prior to pressing the Post Button. This can take longer than 15 minutes.

What is happening is that after pressing the Post button, they are prompted to re-login but they lose their post. This is causing numerous production issues with our users.

Since we do not want to increase our expiration timeout, we would at least like to keep the session alive while a user is busy editing a post. We have speculated that a possible solution could be to enable two system settings for the autosave feature so that it would cause an action with the server and therefore, would allow the session to continue.

The settings would be:

```
draft.autosave.enabled = true
```

```
draft.autosave.interval = 300
```

Is this an appropriate solution?

Timeout and Keep Alive during the...

Does Clearspace (or Jive Forums) have a better solution?

We are using ClearspaceX v1.2.



[scott.hirdes](#) 3,311 posts since

Oct 9, 2007 1. **Re: Timeout and Keep Alive during the creation of a message post.** Oct 17, 2007 3:14 PM

Hi,

Another possible solution would be to change the session timeout value just for the Clearspace install by changing the value for session timeout in the web.xml file in the clearspace WEB-INF directory of your application server. This timeout value would then override the global timeout value of the application server just for Clearspace sessions.

As for the the autosave properties, looking at the code it appears that autosave is enabled by default with an interval of 30 seconds so unless you have explicitly disabled autosave previously, it should already be active. In my own testing locally, it appears that having autosave enabled with an interval less than the session timeout time does indeed keep the session open because, as you suggested, it causes action with the server.

Finally, it is my understanding that Harpo has some custom authentication code. As such, I cannot test these possibilities with your exact implementation and so cannot give a definite answer. I would advise that you try changing the timeout value in the Clearspace web.xml file first. If that doesn't work, then I would advise opting for the autosave option by setting the properties you discovered (although again, it appears that these should be enabled by default).

Cheers,

Timeout and Keep Alive during the...

Scott



[RyanKelly](#) 62 posts since

Mar 8, 2007 2. **Re: Timeout and Keep Alive during the creation of a message post.** Oct 19, 2007 3:04 PM

Scott

We have set the system properties explicitly, but it is not keeping the session alive. How can we trace the call of the autosave call so that we could possibly determine if it is working as designed? What should we be looking for?

Thanks for your help.



[scott.hirdes](#) 3,311 posts since

Oct 9, 2007 3. **Re: Timeout and Keep Alive during the creation of a message post.** Oct 23, 2007 8:36 AM

Hi,

What is the session timeout value that is set in the web.xml specific to your Clearspace install?

As for the autosave, it follows the "doc-create" action so you would want to look up that action in your xwork XML configuration files. You probably want to look at the interceptors that are being used for the action. Look for some special logic that is timing out the session along the interceptor stack. For example, in the base install the stack includes the "jivelogin" interceptor which is defined as being the JiveLoginInterceptor class.

Cheers,

Timeout and Keep Alive during the...

Scott