How do I change the Web Session timeout in ILLiad?

Symptom

- You want to change the Web Session Timeout

Applies to

- ILLiad

Resolution

To update the Web Session Timeout, you need to follow these steps:

1. Update the WebSessionTimeout key in the Customization Manager.
2. Restart IIS on the Web Server. If you are hosted by OCLC, you will need to contact OCLC Support.

Be aware that when you have long session times, these will bog down a server. So the session will not release unless the patron signs out. If the patron sits there for an hour, the session will keep open for 59 minutes if you have the WebSessionTimeout set for 60 minutes. If a patron closes the browser without signing out, the session will remain open until the timeout is reached. If the patron tries to sign back in, they will not be able to until the Session timeout is reached.

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