

Mobile B2 "Change Mobile Session Timeout"; Not Effective on SaaS

Article Number

000063745

Description

The Mobile B2's feature to configure an extended session timeout value for mobile 'Force to Web' login ("Change Mobile Session Timeout") is not being respected on SaaS. The mobile app session is invalidated after the default desktop browser session timeout value of 3 hours.

KB Product

Mobile

Last Modified Date

Sun Nov 01 17:34:14 GMT 2020

Release

SaaS

Release (General)

SaaS

Resolution Workaround

Resolved in Learn SaaS 3500.0.0 +

Steps to Replicate

- Log in to a SaaS site (3300.8.0 or higher) and ensure that the mobile B2 registration is configured and the session timeout for 'Force to Web' is set to 720 hours (30 days)
- Log in via Blackboard app
- Wait over 3 hours to ensure that the session invalidation task runs after the session is over 3 hours (can confirm by checking the system tasks)

- Open the Blackboard app again

Expected - Session should remain active for 30 days

Observed - Session is terminated after 3 hours

Summary

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