

# Learn Session Invalidation Task Not Honoring Mobile App Mobile Session Timeout After the Learn 3900.74 Upgrade

## Article Number

000077981

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## Cause

Due to new features in Learn concerning admin control of inactive session timeouts per [https://help.blackboard.com/Learn/Administrator/SaaS/Authentication/Session\\_Timeout](https://help.blackboard.com/Learn/Administrator/SaaS/Authentication/Session_Timeout), we extended this functionality to the App so we are now honoring this setting on Web and App versions. This is being re-reviewed this has contradictions when working with SSO and MFA so we are considering this as a bug and working towards resolution.

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## Description

As of 3900.74, the Mobile Session Timeout setting is ignored by the Learn Session Invalidation task. Prior to this version, the Mobile Session Timeout was independent of the Learn Inactive Timeout setting.

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## KB Product

Learn SaaS

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## Last Modified Date

Sat Jul 27 17:50:43 GMT 2024

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## Release (General)

9.1;SaaS

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## Resolution Workaround

You can set that Inactive Session Timeout to the maximum time allowed as per the help docs to minimize inactive logouts: [https://help.blackboard.com/Learn/Administrator/SaaS/Authentication/Session\\_Timeout](https://help.blackboard.com/Learn/Administrator/SaaS/Authentication/Session_Timeout)

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## Service Packs

Learn 3900.74.0;Learn 3900.76.0

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## Steps to Replicate

1. Login to web
2. System admin
3. Building blocks
4. Mobile building block settings
5. Change Mobile Session Timeout
6. Observe that this is set to 720 hours
7. Login to the mobile app using native login
8. Wait 4 hours

Observe Behavior: Logged out after setting in System admin > Account Lock Settings > Inactive Session Timeout plus an additional hour.

Expected Behavior: The session is still valid when going back to the app after some time away.

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## Target Release

## Future Reference

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### **Title**

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