

Learn Session Invalidation Task not Honoring Mobile Session Timeout

Article Number

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Description

Users are being prematurely logged out of the Blackboard Learn app because the Session Invalidation task is not honoring the mobile session timeout setting.

KB Product

Learn SaaS

Last Modified Date

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Release (General)

SaaS

Steps to Replicate

1. Log into **Blackboard Learn Ultra Experience** as an administrator
2. Go to **System Admin > Building Blocks > Blackboard Mobile Web Services Building Block > Settings > Change Mobile Session Timeout**
3. Set the mobile session timeout value to 336 hours
4. Go to **System Admin > Account Lock Settings** and set the **Maximum Inactivity** value to 480 minutes
5. Log into the Blackboard Learn App

Observed Behavior:

The user is automatically logged out after 6 hours.

Expected Behavior:

The user should remain logged in after 6 hours.

Summary

Users are being prematurely logged out of the Blackboard Learn app because the Session Invalidation task is not honoring the mobile session timeout setting.

Target Release

Fixed- Blackboard Learn App_ 9.9.1

Title

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