Authentication session stops too often

Problem:

Authentication session times out too often or too quickly, or the user can't log in at all and sees the message, "Due to extended inactivity your session has expired."

Solution:

Try below options one by one.

1. Update session lifetime.
   In Admin Area Go to *Settings -> Admin -> Admin* tab, find setting "**Session expires (in minutes)**".
   Increase the number of minutes. It defaults to 60 minutes. A value of 0 means "until the browser is closed."

   Make sure session.cookie_lifetime (Default: 0) is greater than the above setting or is set to 0.
   session.cookie_lifetime specifies the lifetime of the cookie, in seconds, that is sent to the browser.

   Make sure session.gc_maxlifetime (Default: 1440 (24 minutes)) is greater than the above setting.
   session.gc_maxlifetime specifies the number of seconds after which data will be seen as 'garbage' and potentially cleaned up.

   Note that *session.cookie_lifetime* and *session.gc_maxlifetime* are specified in seconds, but *Session expires* is specified in minutes.

2. Set KBPublisher not to check IP address on authentication.
   It could be that your IP address changed during the session.
   To disable IP checking in file /kbp_dir/admin/config.inc.php, set $conf['auth_check_ip'] = 0;

3. Make sure your session path directory and has enough space.
   Run php info and find the variable *session.save_path*. See [this article](#) how to run php info.

4. Change *session.auto_start* to 0.
   If you can't log in at all, run php info and find the variable *session.auto_start*. See [this article](#) how to run php info.
   If *session.auto_start* is set to 1, change it to 0.

Article ID: 461
Last updated: 19 Jun, 2024
Updated by: Leontev E.
Revision: 5
Troubleshooting -> Authentication session stops too often
https://www.kbpublisher.com/kb/entry/461/