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Troubleshooting

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.

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.

- 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;
- Make sure your session path directory and has enough space. Run php info and find the variable *session.save_path*. See <u>this article</u> 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 <u>this article</u> how to run php info. If *session.auto_start* is set to 1, change it to 0.

KBpublisher makes it very easy to add an image or picture to an article. The steps for adding a picture can be found<u>here</u>. If you are still having trouble, after following these directions, check the following:

1. Check the upload firectory setting. Go to KBPublisher Admin Area, click the **Setting** tab, then the **Admin** tab, find the setting labeled **HTML editor file directory**. Make sure this directory is writeable and it is accessible via HTTP. Typically, this directory will be **/home/user/www/kb_upload**/ (linux) or **C:/wwwroot/kb_upload** (windows).

If step 1 alone does not solve the problem, see step 2.

2. Check the document root variable in the config file at kbp_dir/admin/config.inc.php. Makes sure that the **\$_SERVER['DOCUMENT_ROOT']** variable matches the **HTML editor file directory** setting.

Correct: \$_SERVER['DOCUMENT_ROOT'] = '/home/user/www'; HTML editor file directory = '/home/user/www/kb_upload';

Incorrect: \$_SERVER['DOCUMENT_ROOT'] = '/home/user/www'; HTML editor file directory = '/symlinkto/www/kb_upload';

3. If you are on windows with IIS web server also check out this article.