

## Table of Contents

Table of Contents	1
Troubleshooting	2
Authentication session stops too often	3
Troubleshooting adding an image to an article	4



### 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.

Go to Admin -> Admin, 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."

Also 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.

- Note that `session.cookie_lifetime` is 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.

KBpublisher makes it very easy to add an image or picture to an article. The steps for adding a picture can be found [here](#). 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](#).

