

Change the Session Timeout Value in Cisco E-Mail Manager

Document ID: 43320

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Introduction

This document addresses the Administrator and User session time-out issues in Cisco E-Mail Manager and describes how to change them.

Prerequisites

Requirements

Cisco recommends that you have knowledge of Cisco E-Mail Manager Administration.

Components Used

The information in this document is based on Cisco E-Mail Manager 5.0.x and later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Session Timeout

There are two session time-out values in Cisco E-Mail Manager. One is for Administrator and the other is for User.

Administrator

The session time-out value for the Administrator is defined in the `rserver.cfg` file located in the `c:\Program Files\Cisco\E-Mail Manager\Instances\cem\engine` directory, see Figure 1.

Figure 1: rserver.cfg

```

VERSION=v1.00
LOG_CLEAR= OFF
LOG_FILE= C:\Program Files\Cisco\E-Mail Manager\instances\cem\log\rserver.log
LOG_LEN LIM=397000
LOG_OPTIONS=
INB_PORTNUM1=11239
INB_USER=User
INB_PASS={enc:2}UGFzc3dvcmQ=
HTTP_PORTNUM=8088
DB_PORTNUM= 1116
HTTP_HOST=
DB_HOSTNAME=localhost
DB_LOGIN= User
DB_PASS= {enc:2}UGFzc3dvcmQ=
LOGIN_TIMEOUT=3600
COOKIE_REFRESH=60
EXEC_TIME=600
TEMPDIR=C:/TEMP
RULES_FILE=C:\Program Files\Cisco\E-Mail Manager\instances\cem\engine\rules.ct
CONST_FILE=C:\Program Files\Cisco\E-Mail Manager\bin\rconst.s.cfg
EMAILNAME=rcdnc@cisdal1.cisco.com
HTTPD_ROOT=C:\Program Files\Cisco\E-Mail Manager\bin\docs
CUSTOM_ROOT=C:\Program Files\Cisco\E-Mail Manager\instances\cem\usr-docs
RS_USER=cem
RUN_OPT=CACHE_AR
TRACKNAME=RT
TSERVER_SOCKETS=50
ADMIN_UIFLAGS=4294967295,4294950911,4294967295,4294967295
UI_LOCALES=en-US,zh-CN,de-DE,es-ES,fr-FR,ko-KR

```

The parameter `LOGIN_TIMEOUT` controls the session time-out value for Administrator. Its unit is second. The default session timeout value for Administrator is 3600 seconds (1 hour). It can be adjusted according to real needs.

User

Session time-out value for User is defined in the `properties.xml` file located in `c:\Program Files\Cisco\E-Mail Manager\Instances\instanceName\UIServer\uniroot\WEB-INF\properties\default\cem` directory. Figure 2 shows a portion of the file.

Figure 2: Part of properties.xml

```

- <!--
    If value = "-1", no session timeout, otherwise timeout is in ms. Default 1800000
    ms(30 minutes).
-->
<PROPERTY name="DEFAULT_SESSION_TIME_OUT" value="1800000" />
</PROPERTIES>

```

The parameter `DEFAULT_SESSION_TIME_OUT` controls the session time-out value for the user. Its unit is milliseconds (ms). The default session time-out value for User is 1800000 ms (30 minutes). It can be adjusted according to your actual needs. If set to -1, session time-out is disabled.

Related Information

- [Technical Support – Cisco Systems](#)

