

# WebView and IIS Connection Timeouts

Document ID: 62145

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## **Introduction**

This document describes the WebView and Microsoft Internet Information Service (IIS) connection timeouts and provides procedures for adjusting both values in a Cisco Intelligent Contact Management (ICM) environment.

## **Prerequisites**

### **Requirements**

Cisco recommends that you have knowledge of these topics:

- Cisco WebView
- Cisco ICM
- Microsoft IIS
- Microsoft Windows 2000

### **Components Used**

The information in this document is based on these software and hardware versions:

- Cisco ICM version 5.0 and later
- Microsoft Windows 2000 Server
- Microsoft IIS version 5.0

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.

# Background

The IIS connection timeout sets the length of time, in seconds, before the server disconnects an inactive user. This ensures that all connections are closed if the HTTP protocol fails to close a connection.

After a set length of inactive time, WebView terminates the session. The agent must login again to WebView.

## Timeout Adjustment

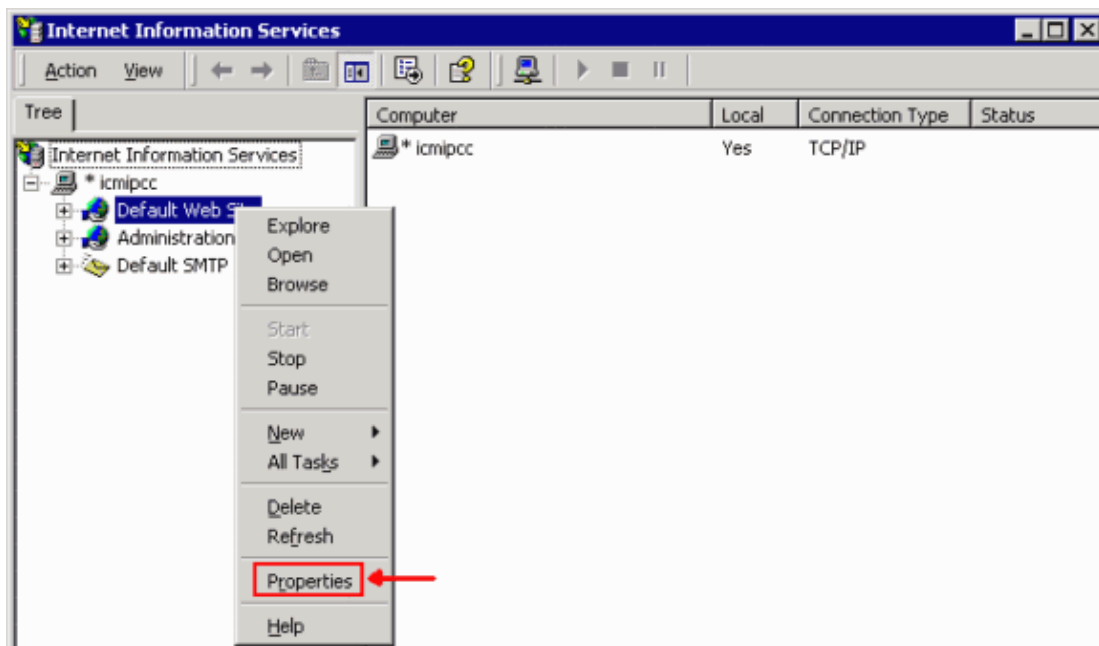
### IIS Connection Timeout

The IIS connection timeout property sets a time in seconds at which the server disconnects an inactive connection. The default value is 900 seconds. It might be necessary to increase this value to allow for very large uploads to complete.

Complete these steps to reset the IIS Connection Timeout:

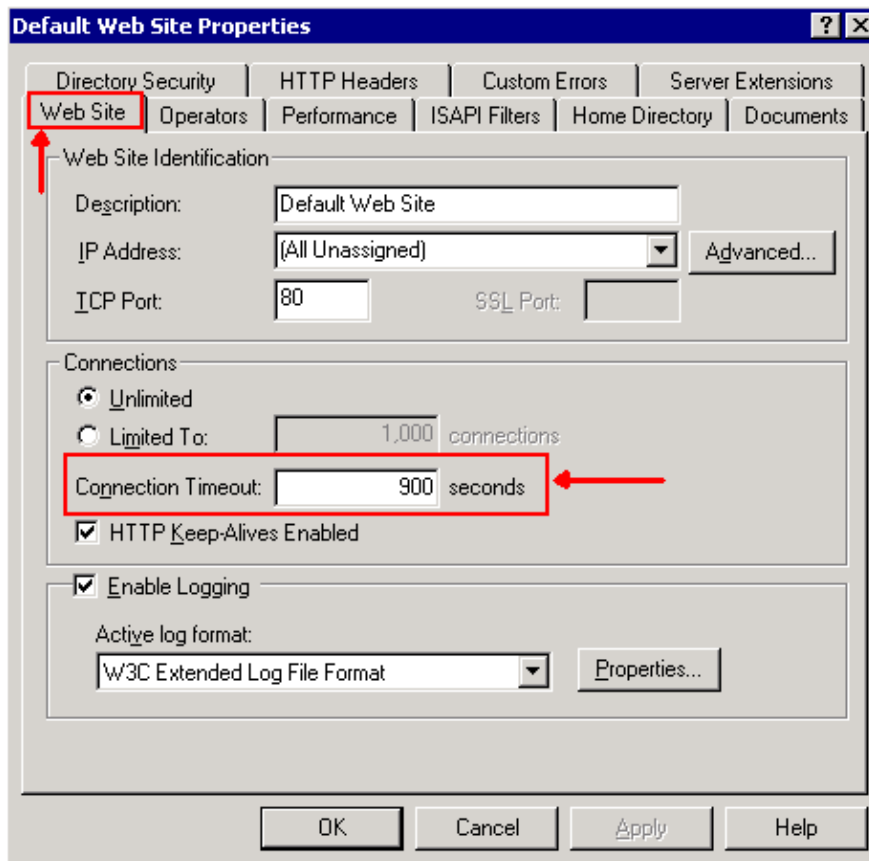
1. Select **Start > Programs > Administrative Tools > Internet Services Manager**.

**Figure 1 Internet Information Services**



2. Expand **Internet Information Services**.
3. Right-click **Default Web Site**.
4. Select **Properties**. The Default Web Site Properties window appears.

**Figure 2 Default Web Site Properties**



5. Click to select the **Web Site** tab.
6. Enter a new value in the Connection Timeout box. The default value is 900 seconds.

## WebView Timeout

WebView logs out users after a certain time of inactivity. The default timeout interval is set to 120 minutes. This timeout interval is configurable and must be configured in two places – ServletExec and WebView. The lesser of these values takes affect (the default values are 120 minutes). However, Cisco recommends that you use the same values configured in both places.

When you increase the timeout value, this results in user credentials that remain in memory for longer intervals and therefore increases the memory requirement. Take this into consideration before you increase the values significantly.

Complete these steps to adjust the WebView timeout interval:

1. Open the **adminui.properties** file. By default, it resides on the directory of `c:\icm\web\webview\reporting\servlet\properties`.
2. Locate **adminui.ADMIN\_TIMEOUT** , as shown in Figure 3. The default is 120 seconds.

**Figure 3 Adminui.properties**

```

#
adminui.LANGUAGE=en
adminui.COUNTRY=US
adminui.inputEncoding=8859_1
adminui.outputEncoding=8859_1
adminui.htmlCharset=ISO-8859-1

# Font Size
# CSS_FILE_NAME=webLinesSmall.css causes smaller fonts to be used
#   in the Administration User Interface. Smaller font sizes are
#   best for windows browsers.
# CSS_FILE_NAME=webLineBig.css causes larger fonts to be used
#   in the Administration User Interface. Larger font sizes are
#   best for Unix browsers.
adminui.CSS_FILE_NAME=webLinesSmall.css

# style sheet location
# CSS_FILE_NAME is the cascading style sheet (above) used by the
# Administration User Interface.
# CSS_LOCATION indicates the directory where it is located.
adminui.CSS_LOCATION=C:/icm/web/webview/reporting/pub/html/render

# Admin Session Timeout
# The ADMIN_TIMEOUT default is 120 minutes (2 hours).
# This is the length of time an Admin session can be idle before
# the user will be asked to log in again.
# Note: this affects both the Admin UI and ScriptBuilder
# so if you intend to have long idle times while using
# ScriptBuilder set this rather high.
adminui.ADMIN_TIMEOUT=120

```

## ServletExec Timeout

**Note:** The ServletExec timeout interval should be equal to the WebView timeout interval.

Complete these steps to adjust the ServletExec timeout interval:

1. Open the **session.properties** file. By default, it resides in the c:\Program Files\New Atlanta\ServletExec ISAPI\ServletExec Data\default\ directory.
2. Locate **session.invalidatationtime** in the file, as shown in Figure 4. The default value is 7200000 milliseconds.

**Figure 4** Session.properties

```

in memory
# session.persistance           - enables/disables restoring of sessions after a server
restart
# session.swapdirectory        - directory where sessions are stored when they are swapped
out
# session.maxresidents         - the number of sessions allowed to be in memory at one
time
# session.maxsessions          - the total number of allowed sessions
# session.invalidatationtime   - time in msec a session can be unused before being
invalidated
# enable.sessions              - enables/disables session tracking
# enable.cookies                - enables/disables use of cookies for sending session ID
# enable.urlrewriting           - enables/disables URL Rewriting for sending session ID
# enable.protocolswitchrewriting - enables/disables URL Rewriting on a protocol switch
# session.cookie.name           - named used for session ID Cookie
# session.cookie.comment        - comment sent with session ID Cookie
# session.cookie.domain         - domain sent with session ID Cookie
# session.cookie.maxage         - maximum age of the session ID Cookie
# session.cookie.path           - path sent with session ID Cookie
# session.cookie.secure         - if true, secure field is sent with session ID Cookie
session.invalidatationinterval=10000
session.swapinterval=10000
session.persistance=true
session.swapdirectory=sessionSwap
session.maxresidents=1024
session.maxsessions=1024
session.invalidatationtime=7200000
enable.sessions=true
enable.cookies=true
enable.urlrewriting=false

```

3. Change it to the desired interval.

## Cycle the Services

After you change either the ServletExec or WebView timeout, IIS and the Jaguar service should be cycled. Complete these steps:

1. Select **Start > Control Panel > Administrative Tools > Services**.
2. Stop the **IIS Admin** service. This stops the World Wide Web service as well.
3. Stop the **Jaguar** service.
4. Start the **World Wide Web** service. This automatically starts the IIS Admin service.
5. Start the **Jaguar** service.

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## Related Information

- **Technical Support & Documentation – Cisco Systems**

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Updated: Oct 27, 2005

Document ID: 62145

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