



TECHNICAL SUPPORT ARTICLE

Relates to issue: TSA0002: Being 'timed-out' or denied access to modules in less than the set time-out period

www.qudos-software.com

Notes for IIS Settings

General

Qudos 3 has its own time-out setting in the Management Console. This is typically set to 30 or 60 minutes. As a web application, Qudos 3 may also be affected by settings in IIS.

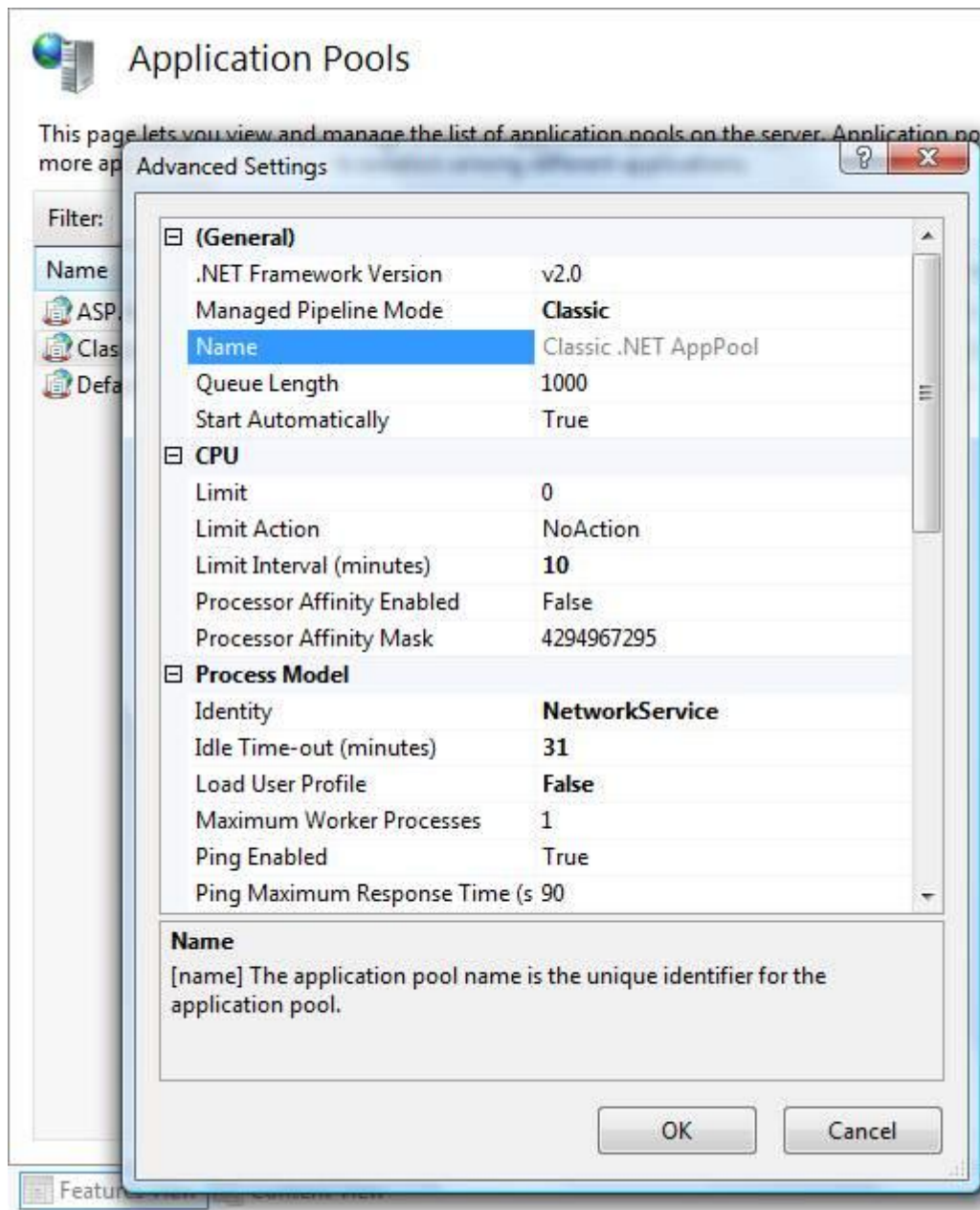
This issue may be caused by time-out settings in IIS being lower than the time-out setting in the Qudos Management Console. There are time-out settings in several places in IIS. If they are all set to 1 minute more than the Qudos setting, the problem should be solved. The document includes screen shots for both IIS6 and 7. The screen shots are for a time-out of 30 minutes. This should be adjusted to suit your installation.

Details and screen shots on following pages.

Windows Server 2008/Vista with IIS7

Time-Out Settings

Set the Application Pool Idle Time-out setting to 1 minute higher than the Application Time-out (in the Qudos Management Console)



Set the Session Time-out for the Application



Session State

Custom

State Server

Connection string:

tcpip=127.0.0.1:42424

Create...

Time-out (in seconds):

10

SQL Server

Connection string:

data source=127.0.0.1;Trusted_Connection=yes

Create...

Time-out (in seconds):

30

Enable custom database

Cookie Settings

Mode:

Use Cookies

Name:

ASP.NET_SessionId

Time-out (in minutes):

31

Regenerate expired session ID

Use hosting identity for impersonation

Features View

Content View

Set the Application ASP Session Time-out



ASP

Display: Friendly Names ▼

Behavior	
Code Page	0
Enable Buffering	True
Enable Chunked Encoding	True
Enable HTML Fallback	True
Enable Parent Paths	False
Limits Properties	
Locale ID	0
Restart On Config Change	True
Compilation	
Debugging Properties	
Script Language	VBScript
Services	
Caching Properties	
Com Plus Properties	
Session Properties	
Enable Session State	True
Maximum Sessions	4294967295
New ID On Secure Connection	True
Time-out	00:31:00

Session Properties
Properties related to ASP session.

Other Settings

Other relevant settings to validate include the following.



.NET Trust Levels

Use this feature to specify the trust level for managed modules, handlers, and applications.

Trust level:

Full (internal) ▼



Authentication

Group by: No Grouping ▼

Name	Status	Response Type
Anonymous Authentication	Enabled	
ASP.NET Impersonation	Disabled	
Basic Authentication	Disabled	HTTP 401 Challenge
Forms Authentication	Enabled	HTTP 302 Login/Redirect
Windows Authentication	Disabled	HTTP 401 Challenge



Authorization Rules

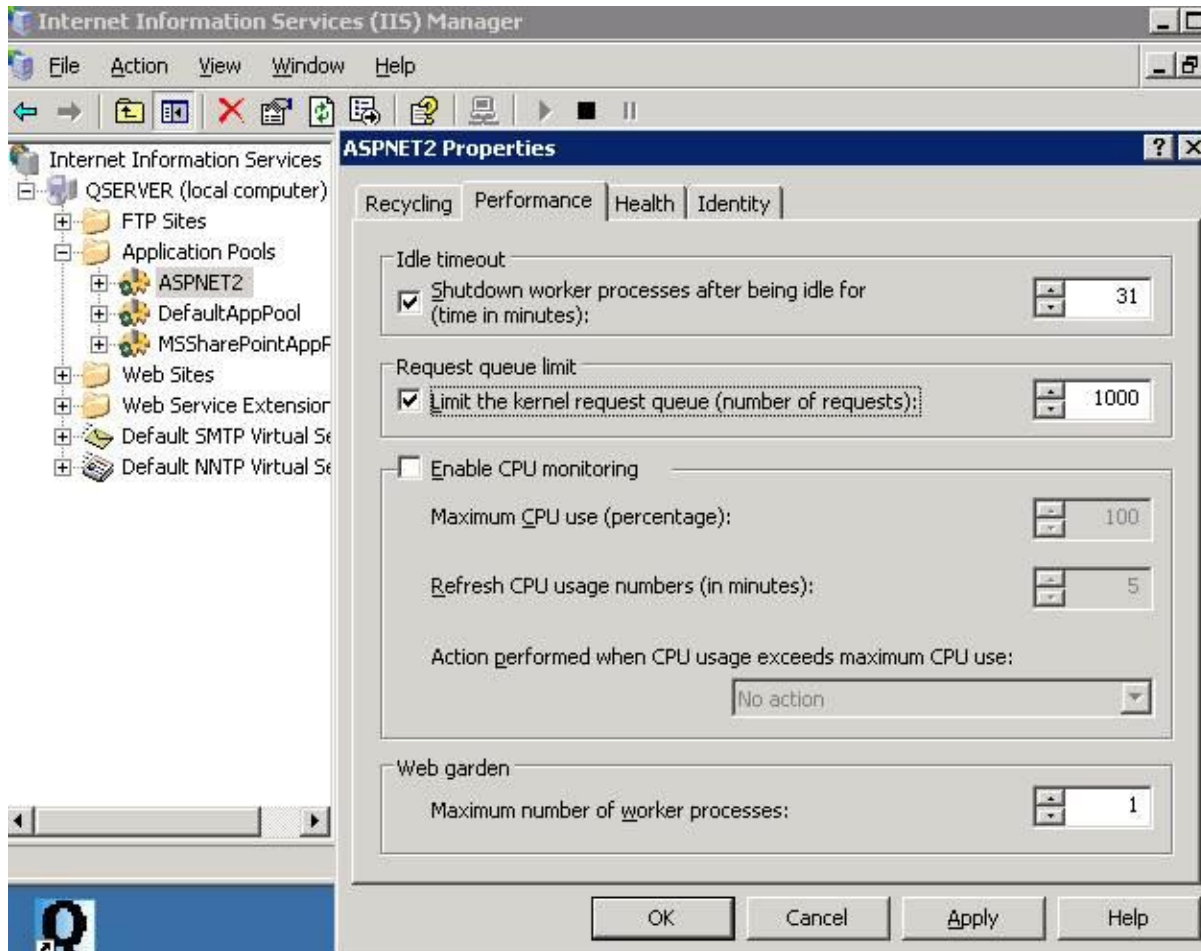
Use this feature to specify rules for authorizing users to access Web sites and applications.

Mode	Users	Roles	Verbs	Entry Type
Allow	All Users			Local

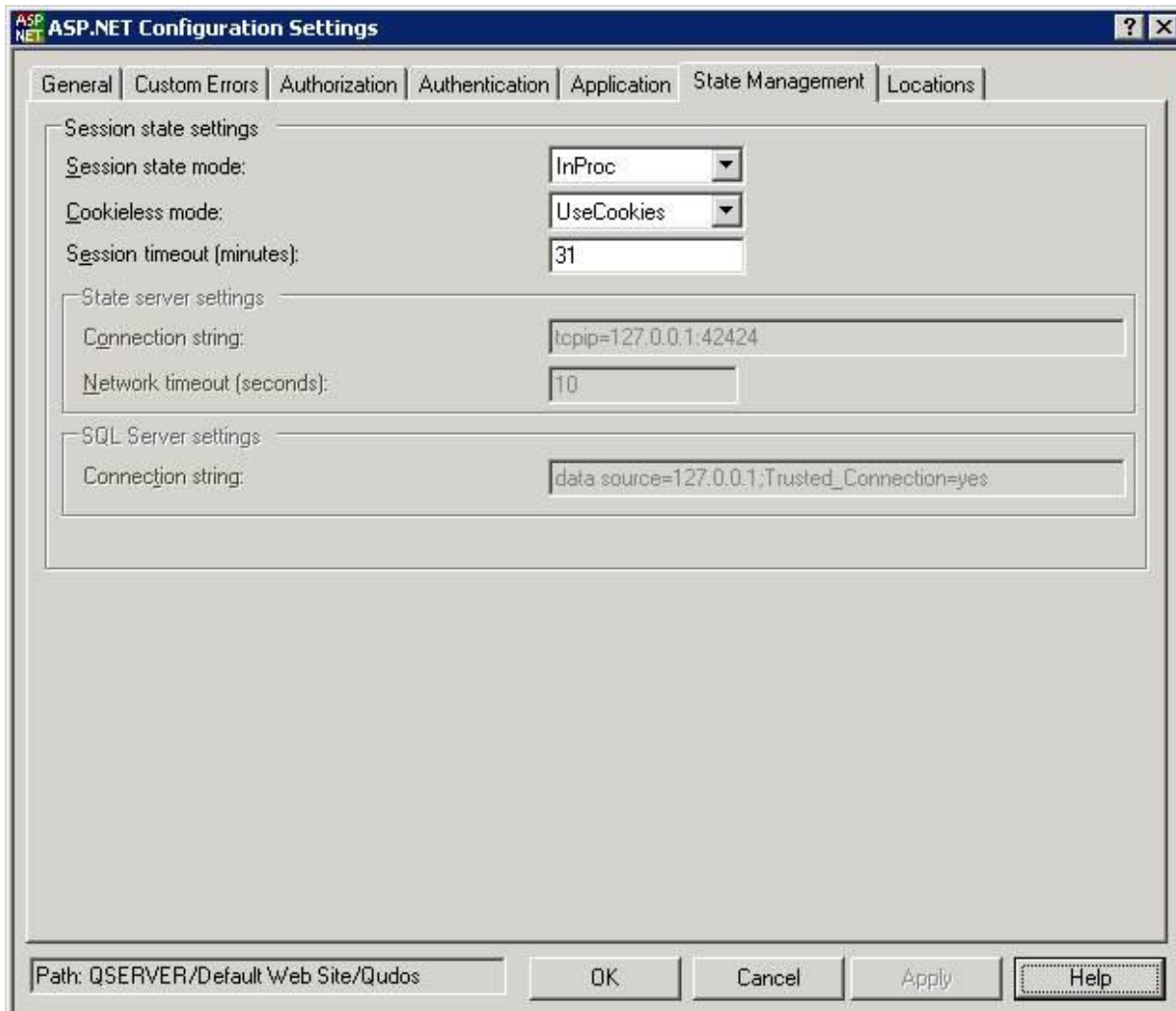
Windows Server 2003/XP with IIS6

Time-Out Settings

Set the Application Pool Idle Time-out setting to 1 minute higher than the Application Time-out (in the Qudos Management Console)



Set the ASP Session Timeout for the Application



Application Properties Configuration

The image shows a screenshot of the 'Application Configuration' dialog box, specifically the 'Options' tab. The dialog has a title bar with 'Application Configuration' and a close button. Below the title bar are three tabs: 'Mappings', 'Options', and 'Debugging'. The 'Options' tab is selected. The main area of the dialog is titled 'Application configuration' and contains several settings:

- Enable session state
 - Session timeout: 31 minutes
- Enable buffering
- Enable parent paths
- Default ASP language: VBScript
- ASP script timeout: 90 seconds
- Enable Side by Side assemblies
- Manifest file name: (empty text box)

At the bottom of the dialog are three buttons: 'OK', 'Cancel', and 'Help'.

Other Settings

Other relevant settings to validate include the following.

