How to Increase Session Timeout in Business Objects XI 3.1

Applies to:

SAP BusinessObjects Enterprise, Web Intelligence, Desktop Intelligence and Crystal Reports with Java web application. For more information, visit the Business Objects homepage.

Summary

This article explains the steps to necessary to increase the session timeout in BusinessObjects Enterprise. This article is specific to BusinessObjects XI 3.1 SP3. It does not apply to BusinessObjects Enterprise XI Release 2.

Author: Hari Krishnasamy

Company: Intelligroup

Created on: 15 December 2010

Author Bio

Business Objects consultant, working for Intelligroup. Has good experience in SAP Business Objects Enterprise Installation Configuration and Administration.

Table of Contents

Introduction

This article explains the steps to necessary to increase the session timeout in BusinessObjects Enterprise. This article is specific to BusinessObjects XI 3.1 SP3. It does not apply to BusinessObjects Enterprise XI Release 2.

Tomcat Application

Log into the BusinessObjects server. Perform the following steps.

1. Go to Program Files\Business Objects\BusinessObjects Enterprise 12.0\warfiles\WebApps \InfoViewApp\WEB-INF

2. Open web.xml in a text editor.

3. Change the session-timeout value to the one desired. The default value is 20 minutes.

```
<session-config>
    <session-timeout>45</session-timeout>
    <!-- 20 minutes for session objects -->
</session-config>
```

Similarly, modify web.xml on the following folders:

- AdminTools
- AnalyticalReporting
- CmcApp
- CmcAppActions
- CrystalReports
- InfoViewAppActions
- PartnerPlatformService
- PerformanceManagement
- PlatformServices
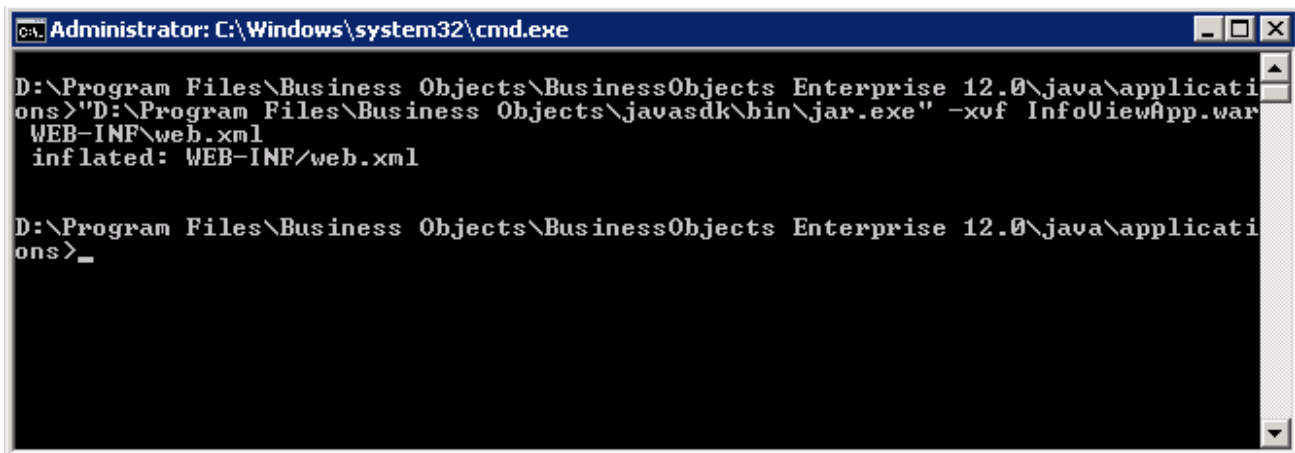- VoyagerClient
- Xcelsius

WebLogic Application

If WebLogic is used as web application then modify the web.xml in war files by using jar.exe command.

1. Open up Command Prompt and got to Program Files\Business Objects\BusinessObjects Enterprise 12.0\Java\Application and run the below command

   "D:\ Program Files\Business Objects\javasdk\bin\jar.exe" –xvf InfoViewApp.war WEB-INF\web.xml

Note: Do not remove the double quotes.
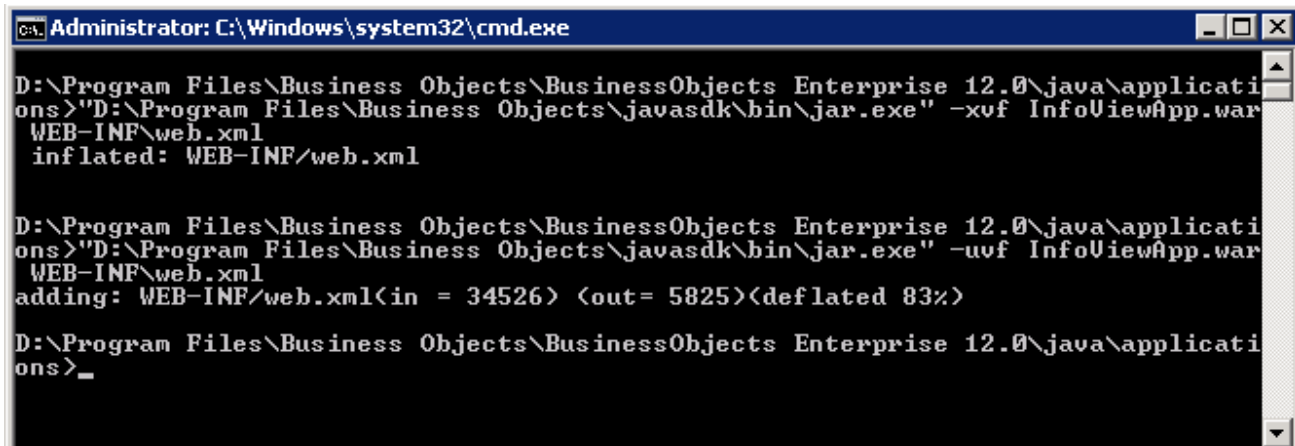
This will extract the web.xml from the war file, now edit the xml and change the session-timeout.

<session-timeout>20</session-timeout>

2. Once web.xml is saved, run the following command to update the InfoViewApp war file with the updated web.xml.

   "D:\ Program Files\Business Objects\javasdk\bin\jar.exe" –uvf InfoViewApp.war WEB-INF\web.xml

Similarly modify the other war files mentioned above and deploy it to WebLogic using wdeploy.

Change Properties through CMC

Once the warfiles are updated, log into the Central Management Console (CMC) and do the below changes.

1. Go to Servers. Right-click Web Intelligence Processing Server.

2. Select Properties. Change "Idle Connection Timeout" to 45 minutes. Click Save & Close.

Idle Connection Timeout (minutes):	45

3. Right-click Crystal Reports Processing Server.

4. Select Properties. Change "Idle Connection Timeout" to 45 minutes. Click Save & Close button.

5. Right-click Desktop Intelligence Processing Server.

6. Select Properties. Change "Idle Connection Timeout" to 45 minutes. Click Save & Close button.

7. Navigate to Home. Click Applications under Manage.

8. Right-click on Web Intelligence. Select Properties. Change the 'Auto-save time delay' to 2700 seconds. By default, this is 600 seconds.

Auto-save time delay	2700	seconds

IMPORTANT: The following step involves editing the registry. Using the Registry Editor incorrectly can cause serious problems. Use the Registry Editor at your own risk. Please refer to <u>Knowledge Base article 1323322</u> for more information.

9. Open the Registry Editor. (Click Start > Programs > Run > type "regedit".) Modify the following values:

    HKEY_LOCAL_MACHINE\SOFTWARE\Business Objects\Suite 12.0\CMS\Instances\cmsname.cms, Change IdleSessionTimeout=2700000

    HKEY_LOCAL_MACHINE\SOFTWARE\BusinessObjects\Suite 12.0\default\WebIntelligence\Server\Admin\SwapTimeOut to 2700000.(Only if WebIntelligence reports timeout)

Related Content

[BO XI 3.1 SP 3 Admin Guide](#)

[Deployment guide for Windows](#)

For more information, visit the [Business Objects homepage](#)

Disclaimer and Liability Notice

This document may discuss sample coding or other information that does not include SAP official interfaces and therefore is not supported by SAP. Changes made based on this information are not supported and can be overwritten during an upgrade.

SAP will not be held liable for any damages caused by using or misusing the information, code or methods suggested in this document, and anyone using these methods does so at his/her own risk.

SAP offers no guarantees and assumes no responsibility or liability of any type with respect to the content of this technical article or code sample, including any liability resulting from incompatibility between the content within this document and the materials and services offered by SAP. You agree that you will not hold, or seek to hold, SAP responsible or liable with respect to the content of this document.