kayako

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Your Question: Session is expiring to fast I have a site built with html, js and php, it requires login, but the session is expiring too quickly. How can increase the time?
Operator: Vyacheslav Loshak

22:08 **Your Question: Session is expiring to fast**
I have a site built with html, js and php, it requires login, but the session is expiring too quickly. How can increase the time?
22:08 **Please wait and one of our operators will be with you shortly.**
22:09 **You are now chatting with Vyacheslav Loshak (Hosting CS) - Hosting Support**
22:09 Keiner Silva: Name: MRKR
Pin: 5353
22:09 Vyacheslav Loshak: Hello, you've contacted Live Support!
22:10 Vyacheslav Loshak: Thank you for the provided derails. May I know a domain name in question?
22:11 Keiner Silva: keinersilva.com/kstats/app.php
22:12 Vyacheslav Loshak: Thank you. Please specify how I can reproduce the issue.
22:13 Keiner Silva: Well you can register and then login, and wait about 40 minutes but i think that is not adequate
22:13 Keiner Silva: Already tried to add this to .htaccess:
php_value session.gc_maxlifetime 25200

And this to php.ini:
session.gc_maxlifetime = 25200
session.cookie_lifetime = 25200
session.cache_expire = 25200

But session still expiring to soon
22:14 Vyacheslav Loshak: The session expires after the login. Am I right?

22:16 Keiner Silva: No, the user does the login, then its using the tool for about 2 hours, but the session is expiring after 40 minutes (im not sure about the exact value) and then when the user submits the final data, the server is saying that session expired, and user needs to login again

22:17 Keiner Silva: and when it does the login again, he loses his data because its being redirected

22:17 Vyacheslav Loshak: Thank you for specifying. Please give me 5-10 minutes to check if there is anything we can do for you.

22:18 Keiner Silva: Ok, this is something crucial for the app

22:27 Vyacheslav Loshak: Could you specify the exact parameter which should be increased in order to make your script work correctly?

22:30 Keiner Silva: Im not sure what you are refering to but the session.gc_maxlifetime is what handles this

22:31 Vyacheslav Loshak: Should I increase its value?

22:32 Keiner Silva: Yes but note that in this case (shared hosting) it might affect all users

22:33 Vyacheslav Loshak: Please specify the value which should be set up.

22:35 Keiner Silva: 18000

22:36 Vyacheslav Loshak: This option is set up to 25200 at the moment.

22:38 Keiner Silva: hum strange... then i dont know why the session is expiring less than an hour..

22:41 Vyacheslav Loshak: Unfortuantely, I am not aware of the structure of your website. As a web-hosting company we are focused solely on hosting-related matters. We do not provide any kind of code-debugging services.

22:42 Keiner Silva: But this topic (session) is server side stuff

22:43 Vyacheslav Loshak: The duration of the application session depends on the script.

22:44 Keiner Silva: Currently, the scripts arent setting any value to session time, so i assume its picking the defaults

22:44 Keiner Silva: I will try to find a workaround , thanks for your time

22:44 Vyacheslav Loshak: You are welcome.

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