

## INFORMATION PAPER

**SUBJECT:** SABA Secure Content Server Timeout Value

1. **Purpose.** Provide information on the SABA Secure Content Server Timeout Value

2. **Facts.**

a. Access to Distributed Learning (DL) secure, CAC-enabled content on the Army Learning Management System (ALMS) is governed by a timeout value assigned to each session. Currently, this 90 minute value on the ALMS determines how long the session will last before expiring and is generated upon content launch by the summation of three independent values: time discrepancy between the client and server machines, clock deviations between the client and server machines, and the maximum time established between HTTP requests.

b. Time discrepancy between the client and server machines is rounded to the nearest minute. For example, if the client machine has a time of 09:05:19 GMT and the server has a time of 09:06:45 GMT, the time discrepancy between the two is 1 minute and 26 seconds, but is rounded to 1 minute for the sake of the timeout value calculation. The clock deviation between the client and server machines is generally accepted to be 10 minutes per year, and the maximum time that is allowed between HTTP requests is established through local policies and procedures. Thus, if the local policy indicates a maximum time of 5 hours, the timeout value would be a sum of 1 + 10 + 300, or 311 minutes. All times are reported using GMT, thus eliminating time zone restrictions should client and server machines be geographically separated.

c. Recent courseware testing revealed that the current ALMS value constrains the intended exam time limits, and causes the learner(s) to be unable to view content and forces him or her to exit the content by closing the exam player window. The ALMS will suspend the learner's attempt and require him or her to re-launch content to obtain credit, provided there are available attempts.

d. Understanding the need for the instructional strategy to dictate course and exam completion times instead of the ALMS, it is recommended that the ALMS timeout value be set to 551 minutes: 9 hours or 540 minutes that equates to the maximum Army Knowledge Online login expiration value, plus 10 minutes for client/server clock deviation, and one minute for client/server time discrepancy.

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