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Web Services and Applications Configuration Guide

Security

Security

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security.inactivity-timeout

- Default value: 0
- Valid value: An integer value greater than or equal to 0.
- Changes take effect: When the session is started or restarted.
- Description: Specifies the amount of time, in minutes, of agent inactivity (no mouse or keyboard usage) that triggers the application to log out. If the agent has been inactive longer than the number of minutes that are specified by the inactivity timeout, the agent session is ended. A value of 0 disables the inactivity timeout.

Warning

After the timeout occurs, the Workspace login dialog should be blank; however, if the agent has allowed the browser to remember his or her password, then the login dialog will still be populated with the agent's credentials. For security, agents should not allow web browsers to remember their login credentials.

security.inactivity-alert-dialog-before-timeout

- Default value: 30
- Valid value: An integer value greater than or equal to 0.
- Changes take effect: When the session is started or restarted.
- Description: Specifies when Workspace displays an alert dialog to warn the agent of the upcoming inactivity timeout. The value of this option, in seconds, tells Workspace how soon to display the alert before the timeout occurs. You must set this option to a value less than the value of security.inactivity-timeout.