

# Blackboard

## Mobile B2 "Change Mobile Session Timeout" Not Effective on SaaS

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**Product:** Mobile

**Release:** SaaS

**Service Pack(s):** SaaS

**Description:** The Mobile B2's feature to configure an extended session timeout value for mobile 'Force to Web' login ("Change Mobile Session Timeout") is not being respected on SaaS. The mobile app session is invalidated after the default desktop browser session timeout value of 3 hours.

### Steps to Replicate:

- Log in to a SaaS site (3300.8.0 or higher) and ensure that the mobile B2 registration is configured and the session timeout for 'Force to Web' is set to 720 hours (30 days)
- Log in via Blackboard app
- Wait over 3 hours to ensure that the session invalidation task runs after the session is over 3 hours (can confirm by checking the system tasks)

- Open the Blackboard app again

**Expected** - Session should remain active for 30 days

**Observed** - Session is terminated after 3 hours

**Resolution/Workaround:** Resolved in Learn SaaS 3500.0.0 +