

Configure Session Timeout Value for Portal and Analyzer WebEx Contact Center

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Introduction

This document describes the steps to set the session timeout value for the WebEx Contact Center portal and Analyzer

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Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Access to admin webex portal - <https://admin.webex.com/>
- Access to WxCC portal - <https://portal-v2.wxcc-us1.cisco.com/>
- WxCC 2.0

Components Used

The information in this document is based on these software versions:

- WxCC 2.0

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Configure

Configurations

The session timeout for WxCC Portal page and Analyzer page is set on Control hub and the steps can be used to verify the current setting (20 minutes is the default value) and increase this to your organizational needs

On Control hub (<https://admin.webex.com/>)

- Select **Organization Settings**
- Under **Idle Timeouts** section, under **Webex Control Hub Idle Timeout > Control Hub timeout** check the current timeout value and increase it to the required value

The screenshot shows the Webex Control Hub Administration interface. On the left sidebar, 'Organization Settings' is selected and highlighted with a red box and an arrow. The main content area is titled 'Organization Settings' and contains several sections. The 'Idle Timeouts' section is highlighted with a red box and an arrow. It includes a toggle for 'Webex web client idle timeout' (which is turned off), a text input field for the internal site URL (containing 'https://portal-v2.wxcc-us1.cisco.com/portal/h'), and two dropdown menus for 'Off network' and 'In network' (both set to 'No timeout'). Below this, the 'Webex Control Hub Idle Timeout' section is visible, with a dropdown menu for 'Control Hub timeout' highlighted by a red box and an arrow, showing '20 minutes (Default)'.

Verify

To verify the on Control Hub Timeout has been successfully applied, please request the users of the Portal and Analyzer to sign out, clear cache and sign back in.

Once this is done, use the steps to verify the value set has been successfully applied:

- Access the **Portal page** (<https://portal-v2.wxcc-us1.cisco.com>) and enable **Developer tools** (Select **Settings > More tools > Developer tools**)



130%



Sync and save data

Sign In

New tab Ctrl+T

New window Ctrl+N

New private window Ctrl+Shift+P

Bookmarks >

History >

Downloads Ctrl+J

Passwords

Add-ons and themes Ctrl+Shift+A

Print... Ctrl+P

Save page as... Ctrl+S

Find in page... Ctrl+F

Zoom - 130% + ↗

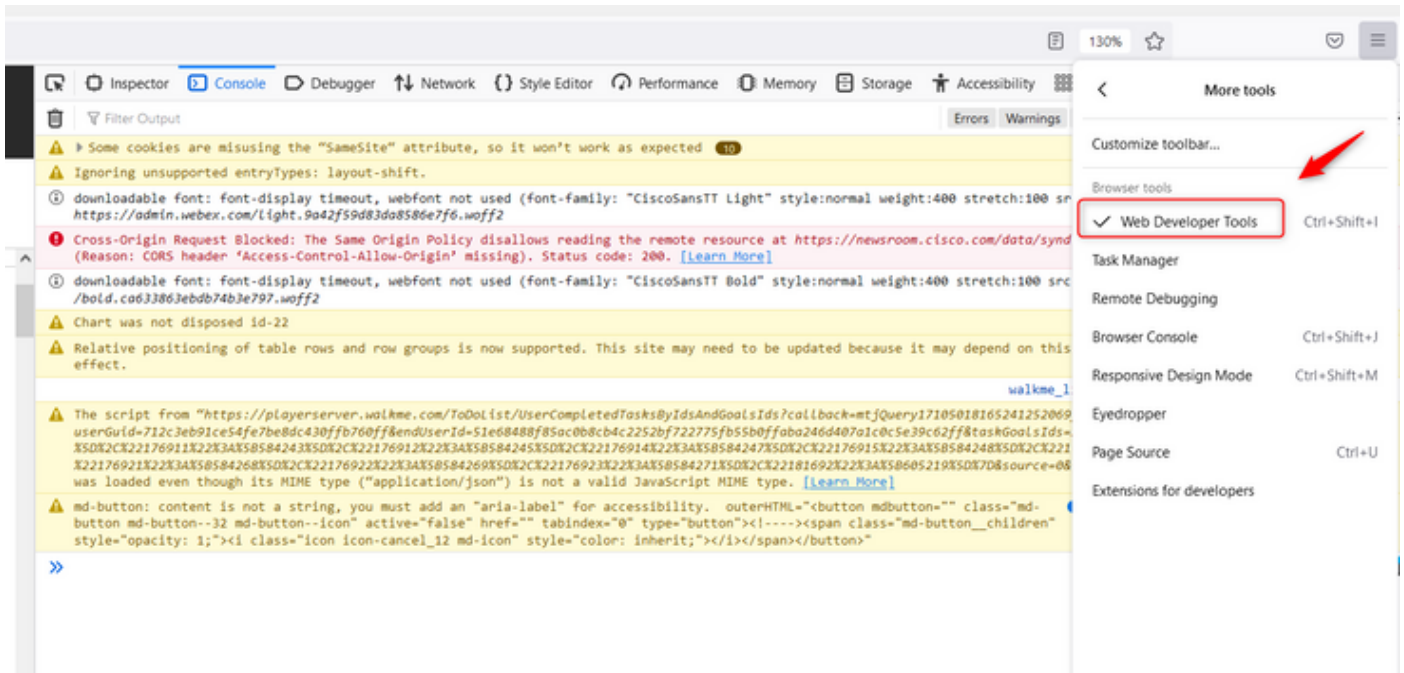
Settings

More tools >

Help >

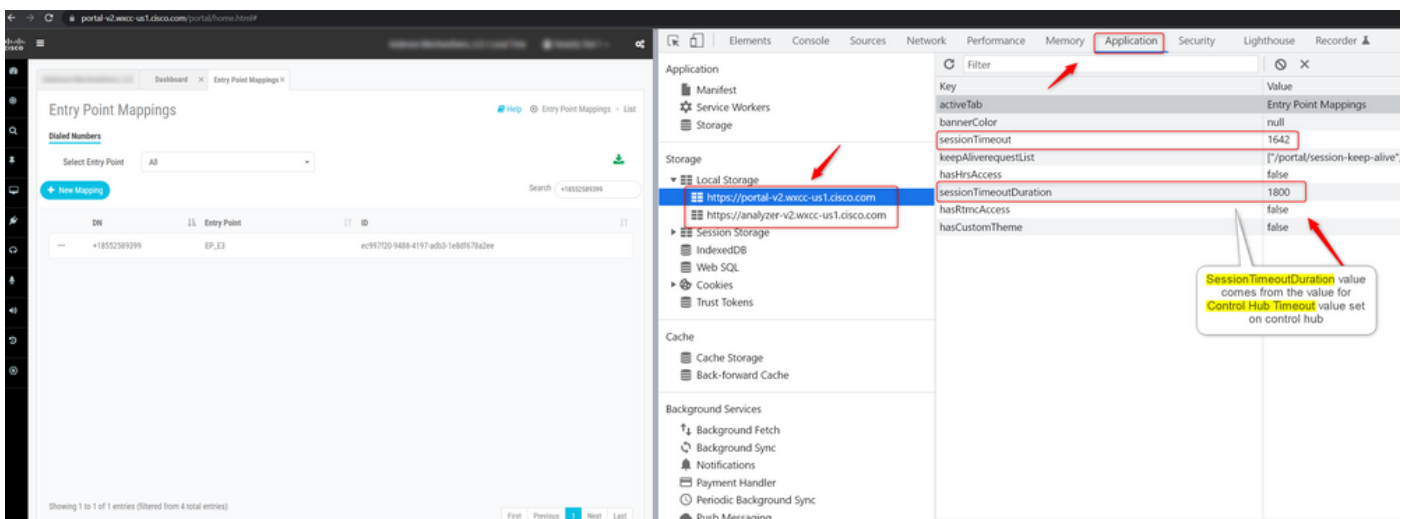
Exit Ctrl+Shift+Q





- Once Developer tool is enabled, access the **Application** Settings and Under **Local Storage** where the Portal URL and Analyzer URL are listed. Select the Portal Url (<https://portal-v2.wxcc-us1.cisco.com>) and check the **SessionTimeoutDuration** (shown in seconds) is the value set on **Control Hub**

Note: The **sessionTimeout** value counts down and expire once it hits the zero



Troubleshoot

If the timeout value set on Control Hub is not honored on WxCC, please engage TAC with the Browser console logs and HAR logs (steps to collect them are provided [HERE](#)) to troubleshoot further.