

## SAML times out when authenticating on EFT

### **THE INFORMATION IN THIS ARTICLE APPLIES TO:**

- EFT, v7.4.13 and later

EFT v8.0 and later store Advanced Properties in a JSON file. When you upgrade from EFT v7.4.x to EFT v8, the non-default settings that you have defined in the registry will be added to the Advanced Properties file during upgrade. (Default settings become part of the EFT configuration files.) For a more on how to use advanced properties, and a spreadsheet of the advanced properties, please refer to the "Advanced Properties" topic in the help for your version of EFT.

### **SYMPTOM**

Authentication on IdP is slow, causing SAML to timeout when authenticating on EFT.

### **RESOLUTION**

In EFT v8 and later:

Add the name:value pair to the AdvancedProperties.JSON file in EFT's \ProgramData\ directory as described in the "Advanced Properties" topic in the online help for your version of EFT.

```
{
```

```
"SAMLSSOMaximumRequestTimeoutInMs": number of milliseconds
```

```
}
```

In versions prior to v8.0:

**A registry option is available to override the default timeout setting:**

HKEY\_LOCAL\_MACHINE\Software\WOW6432Node\GlobalSCAPE Inc.\EFT Server 7.4\

**Type:** DWORD

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**Value name:** SAMLSSOMaximumRequestTimeoutInMs

**Default Value:** 5 minutes if not specified; otherwise, specify the time in milliseconds; maximum allowed is 4294967295 milliseconds (~71 minutes)

**Cached:** no

**Backup/Restore:** no

GlobalSCAPE Knowledge Base

<https://kb.globalscape.com/Knowledgebase/11454/SAML-times-out-when-authenti...>