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

SAML times out when authenticating on EFT

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...