

SAML times out when authenticating on EFT

THE INFORMATION IN THIS ARTICLE APPLIES TO:

- EFT, v7.4.13 and later

SYMPTOM

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

RESOLUTION

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

HKEY_LOCAL_MACHINE\Software\WOW6432Node\GlobalSCAPE Inc.\EFT Server 7.4\

Type: DWORD

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...>