SMS Timeout

Contents

Overview

Security strings can be sent by SMS text message. The standard delivery method overcomes timeout by bein valid until used. On demand authentication, requires the SMS to be sent when required and is valid for a limited time period, the default is 120 seconds. This value can be increased.

Prerequisites

PINasfe 3.x

Symptoms

Security string and SMS text message takes too long to arrive and has timed out.

Solution

Check the SMS settings and ensure the SMS provider is sending the text message in a suitable time.

Increase the timeout value of PINsafe by selecting on the PINsafe Administration console Server/Jobs, then change the Session cleanup (s): value.

For more information on the session cleanup see Session Cleanup