
"You were disconnected due to inactivity. Please reconnect" message

- **Product:** Rosetta
 - **Product Version:** 2 and up
 - **Relevant for Installation Type:** Dedicated-Direct, Direct, Local, Total Care
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Question

You try to login to the Rosetta UI but you get the following error message:

"You were disconnected due to inactivity. Please reconnect".

Answer

Verify that that in the tab_service* the BOR_INFO and the BOR_AUTH sections are configured properly.

Incorrect Example:

```
[BOR_INFO]
program = dps.pl
params = [pds_server_name],1801,BOR_AUTH,N
[END]
```

Correct:

```
[BOR_INFO]
program = dps.pl
params = [pds_server_name],1801,BOR_INFO,N
[END]
```

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