

---

## Analytics Evidence AGSA7 - Random Analytics Timeouts

Created By: Igelu-Eluna Analytics  
Created on: 1/23/2019

Users would like Analytics to not time-out so quickly (see high number of votes on the ideas exchange: <http://ideas.exlibrisgroup.com/forums/308173-alma/suggestions/19536109-extend-time-before-analytics-times-out>).

see also [Primo](#) evidence

SalesForce Case 452570

It is easy to get very involved in your work in Analytics and many a user has lost their hard work due to Analytics timing out before they have done a save.

This is often evidenced by clicking on a dimension to open it and Analytics gives the spinning wheel of death.

If longer login times are not available, can Analytics warn users to save their work because a timeout is imminent or is there a way for Analytics to auto-save what users are working on and give them an option to restore their work when they log back in?

After Analytics has timed out you have to logout and log back in through Alma. The Analytics login screen after you logout of Analytics is non-functional and misleading. Is there any way to get rid of this? It is confusing to users.

---

Ex Libris Response at ELUNA 2018:

Ex Libris has increased the Analytics time-out to 59 minutes and 59 seconds.

They feel it is a security risk to increase the Analytics time-out any higher than this.

### Was this applied in Primo, too?

---

This was discussed in our January 23, 2019 meeting with Ex Libris. In the February 2019 release Ex Libris has added messages that pop-up in both Alma and Analytics if either Alma or Analytics is about to time out. This should give users time to save their work in Analytics before the time out. It is unclear if this was applied to Primo Analytics as well. We have asked via Basecamp if this is the case or not.

status: in process

priority: high

subject area: general

---

From the IGeLU-ELUNA Analytics Working Group, Analytics Evidence Document

Please send questions or comments to the [Analytics Working Group Listserv](#)

---

[Report](#)