IDLE_TIME OUT ISSUE in SharePoint Application

If you have configured to use Windows integrated authentication (NTLM) is for the SharePoint application then by default NTLM enables the **HTTP Keep Alive** feature to maintain authenticated connection with IIS and at the same time IE also set Keep-alive value at the client side. . At this stage we have to set the **IIS connection timeout** and **application pool time out** for the required values. The lower the value of the IE and IIS takes effect in the real scenario.

However, IE usually automatically sign you into the SharePoint web application with the windows account you currently use, this may make it seems that SharePoint application never had idle time out in some situation. In this scenario we have to set the IE browser timeout value to manage the keep-alive status. These types of settings are not recommended by any client's as it includes settings in the registry. Here you go..

Try this only at the final stage, if nothing worked as we have discussed:

To change the default time-out value for persistent HTTP connections in Internet Explorer, add a DWORD value that is named **KeepAliveTimeout** to the following registry key, and then set its value data to the time (in milliseconds) that you want Internet Explorer to wait before resetting an idle connection:
HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\InternetSettings

To do this, follow these steps:
1. Click **Start**, click **Run**, type **regedit**, and then click **OK**.
2. Locate and then click the following key in the registry: HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\InternetSettings
3. On the **Edit** menu, point to **New**, and then click **DWORD Value**.
4. Type **KeepAliveTimeout**, and then press ENTER.
5. On the **Edit** menu, click **Modify**.
6. Type the appropriate time-out value (in milliseconds), and then click **OK**. For example, to set the time-out value to two minutes, type **120000**.
7. Restart Internet Explorer.

If you set the **KeepAliveTimeout** value to less than 60,000 (one minute), you may have problems communicating with Web servers that require persistent HTTP connections. For example, you may receive a "**Page cannot be displayed**" error message.

If you must have a **KeepAliveTimeout** value higher than 120000 (two minutes), you must create an additional registry key and set its value equal to the **KeepAliveTimeout** value that you want. The additional registry key is **ServerInfoTimeout**
. It is a DWORD with a value (in milliseconds) and in the same location as **KeepAliveTimeout**

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For example, to use a three-minute

KeepAliveTimeout value, you must create the following registry keys:
HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\InternetSettings

KeepAliveTimeout DWORD value 180000 (in milliseconds)
ServerInfoTimeout DWORD value 180000 (in milliseconds)

Very Important note:
By default, HTTP 1.1 is enabled in Internet Explorer except when you establish an HTTP connection through a proxy server. When HTTP 1.1 is enabled, HTTP connections remain open (or persistent) by default until the connection is idle for one minute or until the value that is specified by the **KeepAliveTimeout** value in the registry is reached. You can modify HTTP 1.1 settings in Internet Explorer by using the **Advanced** tab in the **Internet Options** dialog box.