

Session Management

Introduction

Efficient session management is essential for any web application that involves user authentication and authorization. However, for an application like INVOX Medical that relies on a constant connection, proper session management is even more critical to ensure continuity of service and a successful user experience.

In this section, we will discuss the intricacies of session management in INVOX Medical and identify potential issues that can cause a connection loss.

Preserving Session via Keep Alives

INVOX Medical uses a WebSocket session with Keep Alives to check that the link between the INVOX Medical SDK and the service is operating. **Keep Alive messages are sent at regular 20 second intervals** to confirm that the connection remains stable and detect potential network and service troubles. The dictation service, in turn, replies that it has received the keep alive message.

However, if for some reason the INVOX Medical SDK does not receive a response from the service after sending a Keep Alive message, it is assumed that the connection has been lost and the session is terminated. This ensures that the session is active only as long as the connection is stable.

Lost connection from browser

Under ideal conditions a user's session will remain active and stable until an explicit logout is performed. When the connection is unexpectedly lost from the browser side, the user is disconnected from the system and any task or transaction that depends on the active session is partially or completely interrupted.

Reasons a session can be interrupted from the browser include:

- Close the browser tab or window during a session.
- Make several consecutive login attempts without logging out of the previous one.
- Loss of internet connection or disruption in the network connection.

After any of these interruptions **the Dictation Service is responsible for invalidating the session**, so that the user can log in again at another time.

Lost connection from Dictation Service

There are certain conditions that can cause the unexpected closure of the session and therefore disconnect the dictation service. Some of these factors may include:

- Service restart or stop.
- Loss of internet connection or disruption in the network connection.
- Internal service issues that affect connectivity.

When an unexpected session closure occurs, **INVOX Medical SDK captures the event and displays the error via the status bar**. For example, in the case of the dictation bar, the functionality provided by this component is completely invalidated and you must log in again.

Reconnection to service

The INVOX Medical system does not currently have a reconnection feature that allows users to automatically return to the previous session after a connection loss. In other words, if a user loses connection during an active session, there is no automatic process to restore the connection and pick up

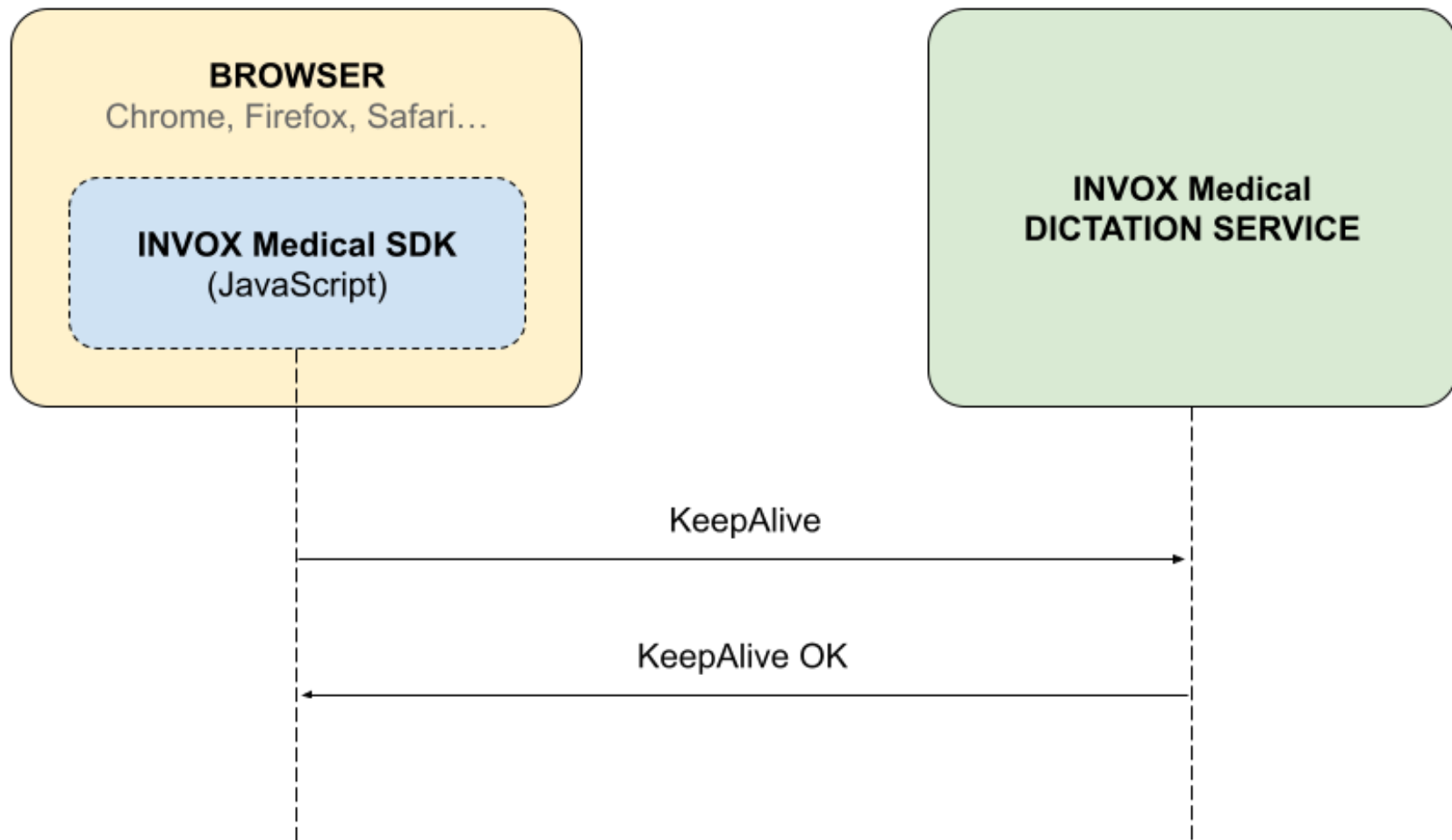


Figure 1: "Keep Alive schema"

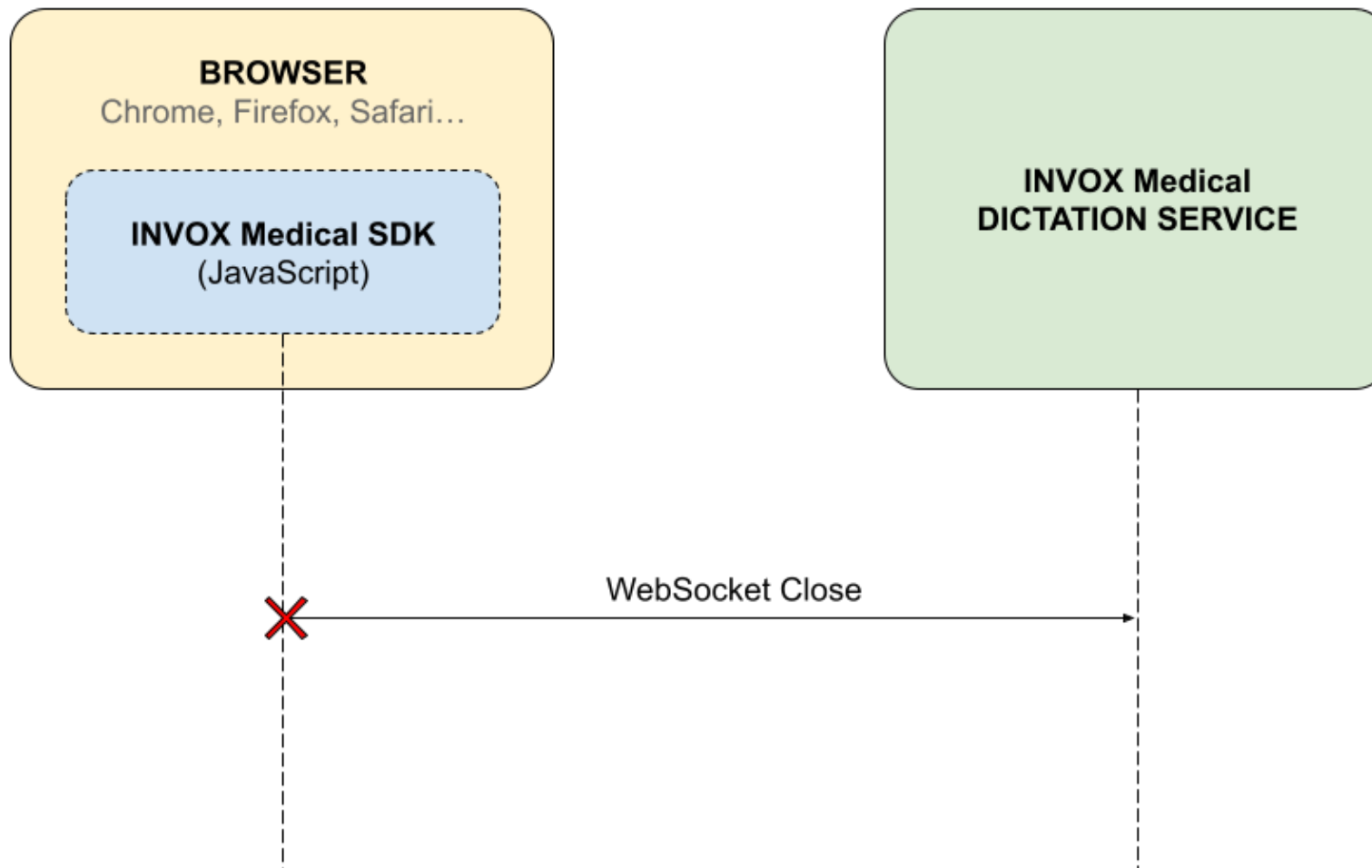


Figure 2: “Lost connection from browser schema”

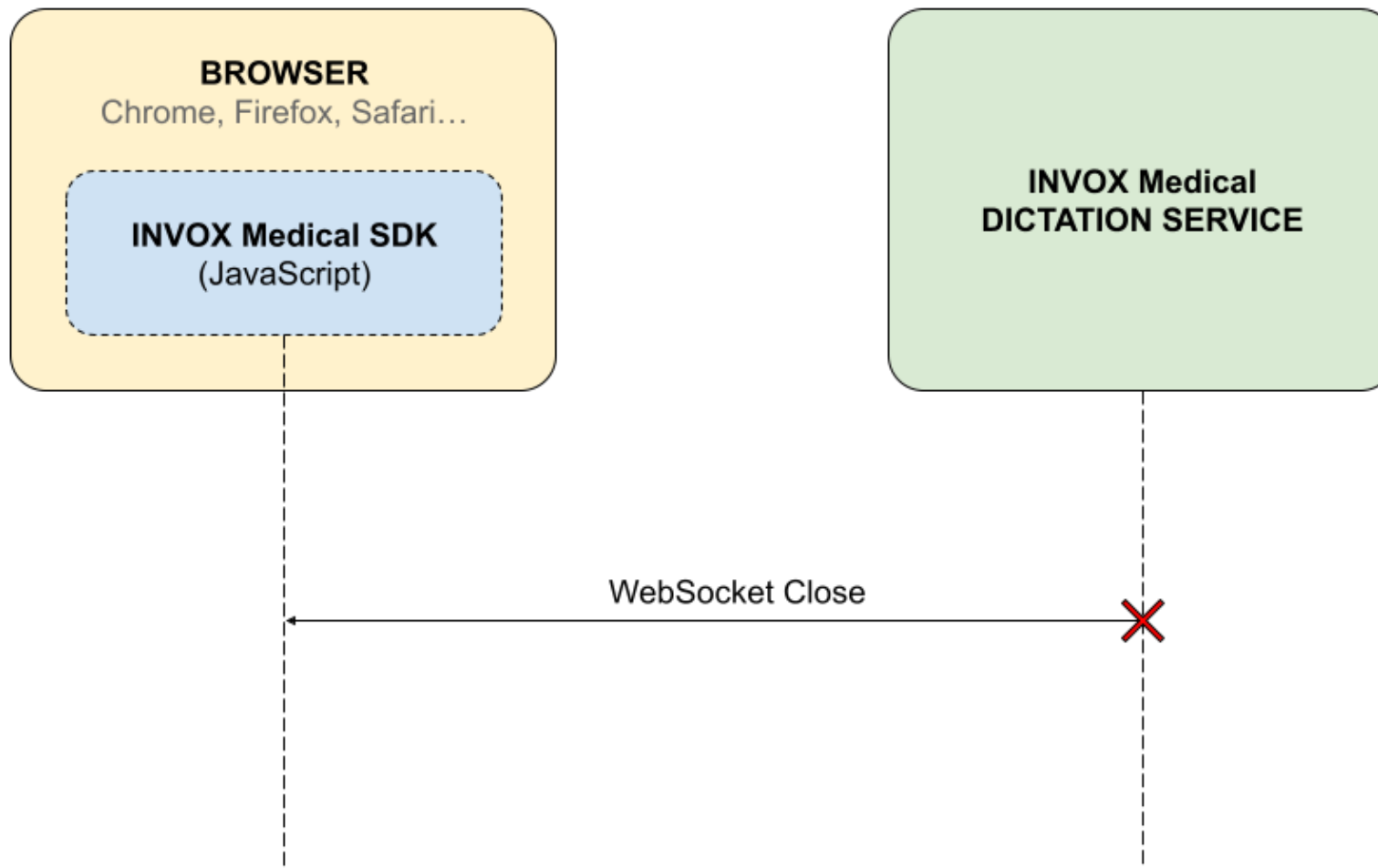


Figure 3: “Lost connection from Dictation Service schema”

where it left off.

Therefore, **the only way to recover the interrupted session is to manually log in again** using the login method provided by the library. This login process should be done in the same way as the original login, you will need the necessary access credentials.