My website session times out earlier than expected. Why?

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Please be advised that since your site is hosted on a shared server, there are other services on the server that may impact your site session. A bad programming practice (infinite looping, etc), a sudden jump in one of the site's traffic, etc are some of the examples of the activities on the server that may impact your site session.

Even though you have set your session to expire in 120 minutes, it still can terminate earlier than you expect.

This is why we do not recommend our clients to use session. Instead, it is highly recommended that you use Cookie. Big companies like Ebay never ever rely on session due to the limitations mentioned here. The way you program cookie is very, very similar with session, except you will use HttpCookie class, instead of session.