

Subject: FIBI USERS: Help finding a bug
Date: Friday, January 30, 2026 at 7:56:43 AM Eastern Standard Time
From: Ellen Morthole on behalf of ORIS
To: ORIS
Attachments: image001.png

Greetings Fibi users,

We've seen some users receive an unexpected "Session Expired" message. ORIS and Polus are hoping some of you may be able to help us find the trigger to this behavior.

If this happens to you, it would be extremely helpful if you could let us know:

1. When it happens
2. Which OS and version you are using (e.g., Windows 10, macOS 12)
3. Which browser and version you are running (e.g., Chrome 114.0.5735.199, Firefox 111.0)
4. If using a VPN: the VPN client name and version. Is it "Ivanti Secure Access Client version 22.8.2"

As always, thank you for your help!

Regards,

The ORIS Team



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