



Technical Bulletin No. 0207

THE ISSUE

ConsoleWorks users who upgraded their Java environments to versions later than 1.6.0_23 have reported being unable to connect to Consoles through Proxy or External Application. Users also see this message on the Connect page: Unable to connect to Console at this time.

NOTE: The Internal Connection Applet, or Java Terminal Emulator (JTE), is not affected.

CONSOLEWORKS VERSIONS AFFECTED

- All versions of ConsoleWorks 4.x or earlier

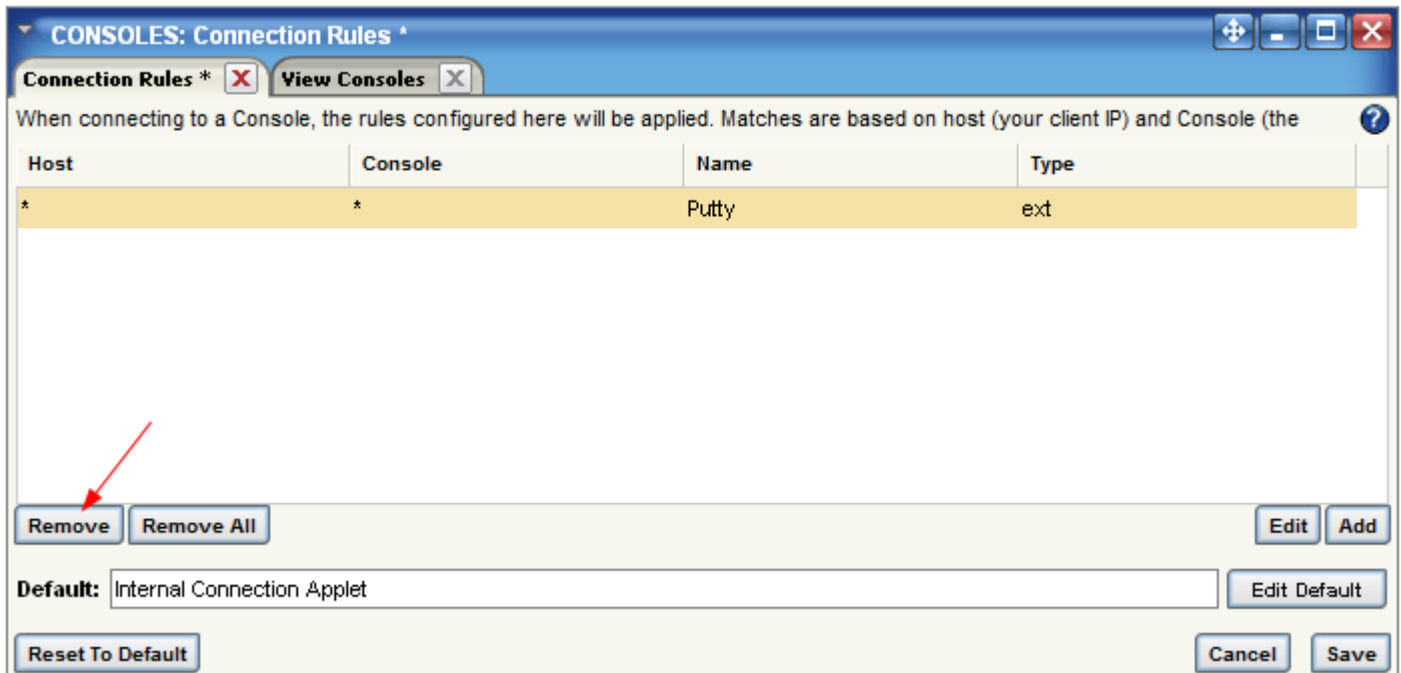
BACKGROUND

In Java 1.6.0_24, Oracle changed the connection method that ConsoleWorks uses to initiate a Console connection.

RESOLUTIONS & WORKAROUNDS

Option 1: Use JTE to connect to Consoles.

- On the Connection Rules page, remove your Proxy or External Application connection rules. This action should restore the Default connection rule to Internal Connection Applet.





Option 2: If you want to continue using a Proxy or External Application, you can return to using Java 1.6.0_23 or earlier.

1. Uninstall Java 1.6.0_24.
 2. Download Java 1.6.0_23 and follow the Oracle Java instructions for installing (available at <http://www.oracle.com/technetwork/java/archive-139210.html>).
- Ensure that you select JRE 6 update 23:

The image shows a configuration interface for Java. On the left, there are several categories: '100 Percent Pure Java Certification Program', 'J2EE IDE Toolkit Software', 'JavaBeans Activation Framework', 'JDBC Technology', 'Java 2 Platform Enterprise Edition (J2EE)', and 'Java Platform Standard Edition (Java SE)'. Each category has a dropdown menu and a 'Go' button. A red arrow points to the '6 Update 23' option in the 'JDK/JRE - 6' dropdown.

100 Percent Pure Java Certification Program	4.1.1 + documentation	Go
J2EE IDE Toolkit Software	2.0	Go
JavaBeans Activation Framework	1.1	Go
JDBC Technology	JDBC RowSet Implementations 1.0	Go
Java 2 Platform Enterprise Edition (J2EE)	J2EE 1.4	Go
Java Platform Standard Edition (Java SE)		
JDK/JRE - 6	6 Update 23	Go
JDK/JRE - 5.0	5.0 Update 22	Go
J2SDK/J2RE - 1.4	1.4.2_19	Go

Option 3: Use CWTPprox and the X-Applet Helper to enable your preferred third-party terminal emulator (Reflection, PuTTY, Tera Term, etc.) to connect to Consoles. This action removes Java from the situation entirely. For more information and instructions for using CWTPprox, see the TDi Wiki entry [Using Third-Party Terminal Emulators with ConsoleWorks 4](#).

Option 4: Upgrade to ConsoleWorks 4.5 or later.

- Coming Summer 2011

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