



Console Connections Closing Shortly After Opening

Technical Bulletin No. 0101

THE ISSUE

ConsoleWorks users who have upgraded their Java™ environments to versions later than 1.6.0_07 have reported that the Console terminal window closes almost immediately after they connect through ConsoleWorks to the managed asset.

CONSOLEWORKS VERSIONS AFFECTED

- ConsoleWorks 3.x or earlier



BACKGROUND

Sun Microsystems® removed the method used by ConsoleWorks to initiate a Console connection in Java 1.6.0_10 and later versions.

RESOLUTIONS & WORKAROUNDS

- Upgrade to [ConsoleWorks 4.1-0u2](#) or later.
- Roll back to Java 1.6.0_07 or earlier.
- Use the CWTProx program to enable your preferred third-party terminal emulator (Reflection, PuTTY, Tera Term, etc.) This action removes Java from the situation entirely. For information about and instructions for using CWTProx, see the TDI technical note, [Using Third-Party Terminal Emulators](#).
- Use an older version of the Java Terminal Emulator (JTE).
 1. On the ConsoleWorks main menu, click **Change > Connection Settings**.
 2. Select **Use the Java 1.1x run-time environment to run the emulator**, and click **Update Settings**.

The screenshot shows the ConsoleWorks web interface. At the top, there is a navigation bar with the following items: Home, Operations, Manage, Change, Reports, Admin, Download, and Help. Below this is a secondary navigation bar with Client Settings, Connection Settings, Filters, Password, Profile, and Home Page. The 'Change' and 'Connection Settings' items are circled in red. Below the navigation bars, the 'Console Connection Settings' page is displayed. It features a radio button selection for 'Use the Java 1.1x run-time environment to run the emulator (Works with Browser delivered JVM)'. This option is selected and circled in red. Below it is another radio button option: 'Use the Sun Java 1.4.0 or higher run-time environment to run the emulator (Recommended JVM)'. An 'Update Settings' button is located at the bottom right of the settings area.

3. On the ConsoleWorks main menu, click **Operations > Show Consoles**.
4. Right-click the connection status icon (for example,  or ) for the Console you want to connect to, and click **Open in New Window**.

©2009 TDI. The information in this document is provided by TDI as-is without warranty of any kind and is subject to change without notice. The warranties for TDI solutions are set forth in the limited warranty statements accompanying such solutions. Nothing herein shall be construed as constituting an additional warranty. All products or company names mentioned in this document are trademarks or registered trademarks of their respective owners. Portions of the technology within the ConsoleWorks server are protected under US Patent number 6,505,245. ConsoleWorks is a registered trademark of TDI.