

Over the past few weeks various issues related to the use of **Host On-Demand** to access applications including SIS, HRS, Advantage, Focus and Job Submittal on the Bighorn and Mustang servers have been reported. The following information may clarify the situation and offer workarounds & recommendations.

QWS3270 Secure Client can be used instead of Host On-Demand!

To begin with, **our best recommendation** would be, where possible, to install the **QWS3270 Secure** client as a replacement for **Host On-Demand**.

SCS has purchased a System-wide site license so the client software can be installed on an employee's campus workstation and/or home computer at no additional cost to the employee or your institution. We have found QWS3270 Secure to be faster and more reliable, and it is not susceptible to changes in the web browser or Java client the way Host On-Demand is.

Here are some tips for continued use of Host On-Demand...

In those cases where installation of QWS3270 Secure is not feasible at least in the short-term, below is a list of the common issues that have been reported and our workarounds and other recommendations for handling them.

Issue 1: After launching Host On-Demand, the Autostart window where the "Welcome to Bighorn [or Mustang]" message and User ID and Password prompts usually appear remains blank. The status bar at the bottom of the window reports, "Failed to connect to server/host Bighorn [or Mustang].nevada.edu and port 23."

Cause: Java 6 Update 6 is not compatible with the currently installed version of Host On-Demand (SCS has opened a trouble ticket with IBM/Host On-Demand regarding this issue).

Workarounds (A or B):

- A. Go to the SCS Host on Demand page at <http://www.scs.nevada.edu/support/hod.html>, and use one of the links labeled, "JAVA v6 update 6 and up". This is a different (not newer) Host On-Demand client that apparently works with Java 6 Update 6.

OR,

- B. Go to the Windows "Add or Remove Programs" control panel and remove Java(TM) 6 Update 6. This should restore the functionality of bookmarks used previously to access Host On-Demand.

Recommendation: Bookmarks should be set to the SCS Host On-Demand page at <http://www.scs.nevada.edu/support/hod.html> rather than to the page with the "IBM Websphere Host On-Demand" banner. Updated client links, alerts and troubleshooting tips will be posted to this page.

Issue 2: When attempting to launch Host On-Demand, a grey box with a red X in the corner appears under the "IBM Websphere Host On-Demand" banner. The Configured Sessions dialog and the Autostart window with the "Welcome to Bighorn [or Mustang]" message never appear.

Cause: Possibly due to corruption of the cached client.

Recommendation: Clear the Java cache as follows...

1. Open the Java Control Panel either by going to *Start > Control Panel > Java* (click "Switch to Classic View" if you don't see the Java icon), or by right-clicking on the Java icon in the System Tray (next to the clock on your Task Bar) and selecting "Open Control Panel".
2. On the General Tab under the Temporary Internet Files heading click Settings.
3. On the Temporary Files Settings dialog click the Delete Files button.
4. Click OK to confirm the deletion and dismiss the remaining dialog boxes.

When you next attempt to use a link or bookmark to launch Host On-Demand a fresh version of the client will be downloaded and launched.

Issue 3: When attempting to implement Workaround A for Issue 1 above, the client never loads properly. Either the browser must restart and the prompts to download the client are repeated in a loop, or else error messages appear indicating that the downloaded file does not match signature.

Cause: Possibly due to corruption of the cached client.

Recommendation: Follow the directions for the Recommendation under Issue 2 and try the link again.

Issue 4: When attempting to implement Workaround B for Issue 1 above, the page with the "IBM Websphere Host On-Demand" banner stays blank or shows only a large, gray box, or an "invalid Java environment" message appears.

Cause: A valid version of Java is not installed.

Recommendation: Install Java 6 Update 5 from the link on the SCS Host On-Demand page at <http://www.scs.nevada.edu/support/hod.html>. Be sure to follow the follow the directions listed to first download the file to your desktop and install from there.