

Disconnection Problems

Disconnection Problems

Sometimes the user may be logged into Host On-Demand and connected to HSIS, but keep getting kicked off the session.

Old Version of Internet Explorer or Java

If using an old version of Internet Explorer or Java, Host On-Demand may disconnect abnormally.

If a screensaver kicks in, or if the network times out too soon during an HSIS session, the HSIS session may become abnormally disconnected. There may be problems logging back in to CICSNC25 or the user may get locked out of a voucher box (screen 26) if they were in an issuance screen (21, 26, 53, or 55) at the time they were abnormally disconnected from HSIS.

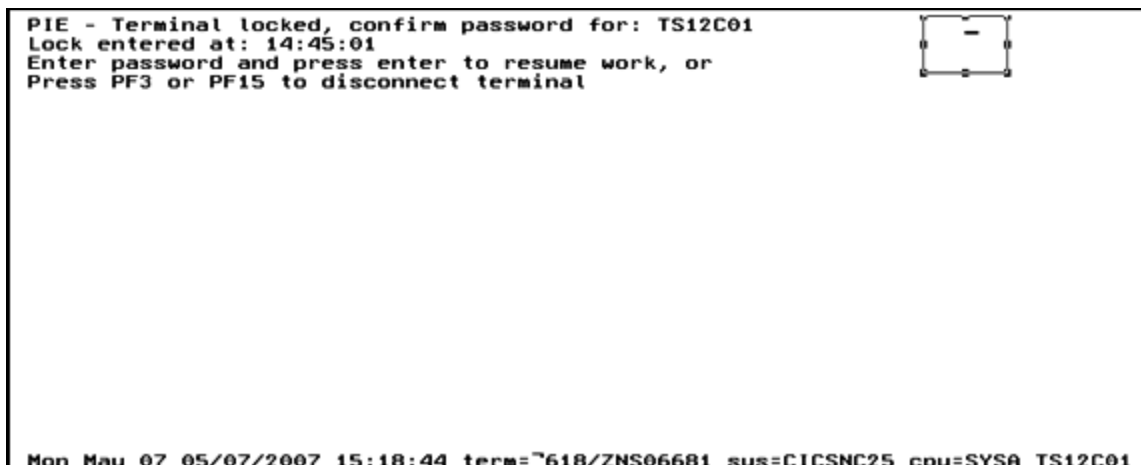
To avoid **disconnection problems** while in Host On-Demand and HSIS:

- First make sure that the latest versions of Internet Explorer and Java is installed on the PC.
- Set the screensaver on the PC (personal computer) to time out *after* 20 minutes or longer.
- Ask local IT support to set the network idle preferences to time out *after* 20 minutes or longer.

HSIS Has Timed Out

PIE – Terminal Locked, Confirm Password

If the user was working in HSIS and then left the terminal session for a period of time, this screen may appear:



```
PIE - Terminal locked, confirm password for: TS12C01
Lock entered at: 14:45:01
Enter password and press enter to resume work, or
Press PF3 or PF15 to disconnect terminal

Mon May 07 05/07/2007 15:18:44 term="618/ZNS06681 sus=CICSNC25 cpu=SYSA TS12C01
```

The user has not been booted out of HSIS, but the session has been locked so others cannot see what the user was doing.

To resume the HSIS session, follow the instructions on the screen.

Wherever the cursor is on the screen:

- Type in the password used with your RACF WIC user ID.
- Press the **ENTER** key.

This will resume the HSIS session.

To end the HSIS, session, please follow the Proper Logout Procedure for quitting out of HSIS, CICSNC and Host On-Demand in Chapter 1, Section 7.