

How to prevent iSeries Access Emulator from disconnecting when used remotely

Tech tip courtesy of [Barsa Consulting, LLC](#) and [Dave Schnee](#)

This tip follows an answer to a question I posed during the May, 2000 LISUG meeting.

My problem was that, when I used the 5250 green-screen emulator of iSeries Access (F.K.A. Client Access) in the office (with a direct connection to the office LAN, it was very reliable). When I used it from home, with 2 firewalls, 2 ISPs and the entire Internet between me and my iSeries machine, I had problems.

The problem was that, every time I stopped entering commands for any significant interval (telephone call, scratch-my-head time, coffee, etc.) all my 5250 sessions got disconnected. I had pretty-much given-up on IBM's emulator and switched to Mochasoft because that emulator has an option to use a TCP/IP "keepalive". The reason that it worked and IBM's did not was that, with many routers and paths between me and my iSeries, whenever a "long" interval of no activity occurred, some one of them would surmise that the connection had been abandoned. The iSeries responded by disconnecting and then canceling my interactive job.

No matter how hard I looked through the configuration options and help text for iSeries Access, I found no solution. So I asked. Just recently, I got an answer and IT WORKS!

The answer, courtesy of Jeffrey Stevens (IBM Rochester) and James Quigley (IBM Raleigh) is that iSeries Access DOES have TCP/IP keepalive, but it's a SECRET! It's not in the help text nor any manual nor does it have a GUI-based "switch". It does, however, work in response to a keyword in the workstation profile (that's a Sysname.WS data file). In a "standard" installation, these will be in directory C:\Program Files\IBM\Client Access\Emulator\Private.

You can edit these files with any standard text editor (Notepad, Wordpad, Textpad, StarOffice, Lotus WordPro or even Microsoft WORD). Just be sure to save them as standard text and don't change the file extension.

The secret is to find (or create) a section named **[Telnet5250]** and add a line to it which says **KeepAlive=Y**. In my case, the section already existed, so I just added the one line to it so the beginning of my Sysname.WS file looks like:

```
[Profile]
ID=WS
Version=5
[Telnet5250]
KeepAlive=Y
HostName=192.168.100.55
Security=Y
[Communication]
Link=telnet5250
. . . . (etc.)
```

That should be sufficient to keep from getting disconnected, but Jeffrey Stevens went on to suggest yet another idea. This one requires that you REALLY know some Windows technology. Don't try it if just the above idea solves your problem and don't try it if you are not SURE of what you're doing. Here it is anyway:

Set a Windows Keepalive timeout on your PC, so any firewalls or other boxes see activity from your PC. Navigate to the following registry entry (you may need to create KeepAliveTime as a DWORD), you can set the value in milliseconds. For example, 10 seconds would be set as 10000 decimal in the DWORD.

HKLM\System\CurrentControlSet\Services\TcpIp\Parameters\KeepAliveTime

This can be done using Microsoft's regedit or by using a registry "tweaking" tool such as Xteq.
Enjoy!