

Ezenia! InfoWorkSpace

Technical Bulletin TB06-009

Change Request: 9311

Title: IWS 3.0 client launches URLs in a command window, instead of a browser, when running Windows 2003.

Platform	Version	Operating System	Category
IWS Clients	3.x	Windows 2003	Client

Description:

URL (Uniform Resource Locator) fails to launch correctly from InfoWorkSpace/LaunchPad 3.0. A command window appears with the URL in the title instead of internet browser such as Internet Explorer or Netscape. The most common scenario is when trying to launch Conference Center from the InfoWorkSpace application.

Action:

1. On the affected client, open the **Client.bat** and **Launch.bat** using Notepad under the <user_home>\Infoworkspace\IWS\ directory. i.e. C:\Documents and Settings\USER\Infoworkspace\IWS\
2. In each file, find the line that starts with “set IWS_JAVA_COMMAND=%IWS_JRE_LOCATION%\java -Duser.home...”.
3. Add **-Dos.name="Windows 2000"** between java and -Duser.home.

i.e. set IWS_JAVA_COMMAND=%IWS_JRE_LOCATION%\java **-Dos.name="Windows 2000"** -Duser.home...".
4. Make sure to change both Client.bat and Launch.bat for the resolution to work completely. Save changes to files and close them.
5. Restart client and test launching Conference Center from application. If the URL launches in a browser such as Internet Explorer, then the issue has been resolved.

For technical support please contact the Ezenia Customer Support Desk
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