MainView Infrastructure

Versions 6.0.00 and 6.1.00

April 29, 2013

Upgrading to JRE 1.7.0_21 causes a security warning in MainView Explorer

BMC is alerting users to a problem in the MainView Infrastructure product.

**Issue**

If you upgrade to the Oracle Java Runtime Environment (JRE) version 1.7.0_21, the following security warning is displayed when you run MainView Explorer in a web browser:

If you click **Don’t Block**, MainView Explorer continues to run and terminates normally.

If you click **Block**, MainView Explorer continues to run. However, when you exit MainView Explorer, the browser closes without displaying this prompt:

Are you sure you want to leave this page? This will terminate MainView Explorer.
Resolution

The following table lists the PTFs that resolve this issue:

<table>
<thead>
<tr>
<th>Version</th>
<th>PTF</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.0.00</td>
<td>BQY0176</td>
</tr>
<tr>
<td>6.1.00</td>
<td>BQY0177</td>
</tr>
</tbody>
</table>

BMC recommends using BMC Internet Service Retrieval (ISR) to obtain PTFs. For information about ISR, see your product’s installation guide.

You can also obtain PTFs from eFix PTF Distribution Services (eFix). You can access eFix directly at [http://apps.bmc.com/support/efix.cgi](http://apps.bmc.com/support/efix.cgi) or from the support site.

**NOTE**

If you have questions, contact Customer Support at 1 800 537 1813 (United States or Canada) or call your local support center.

Workaround

If you cannot apply the correcting PTF immediately, you can select **Enable - hide warning and run with protections** in the **Mixed code** section on the Advanced tab of the Java Control Panel:
Where to get the latest product information

To view the latest BMC documents, see the Support Central website at http://www.bmc.com/support. Notices such as flashes, technical bulletins, and release notes are available on the website. You can subscribe to proactive alerts to receive e-mail messages when notices are issued or updated. For more information about proactive alerts, see the Support Central website.