MainView Infrastructure
Version 6.1.00
April 14, 2016
An expired certificate causes Java Security to block access to MainView Explorer

A serious problem in version 6.1.00 of the MainView Infrastructure product requires immediate attention.

Issue

The certificate for MainView Explorer expired on March 28, 2016. Attempting to launch MainView Explorer causes Java to block access and issue the following message:

Application Blocked by Java Security

Resolution

PTF BQY0948 resolves this issue. It contains the updated certificate, valid till Dec 16, 2018.

BMC recommends using BMC Internet Service Retrieval (ISR) to obtain PTFs. For information about ISR, see the maintenance information in the Installation System Reference Manual.

You can also obtain PTFs from eFix PTF Distribution Services (eFix). You can access eFix directly at http://efix.bmc.com or from the support site. For information about eFix, see the online Help.

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 need a workaround before applying the PTF, use this procedure to circumvent the problem:

1. Launch MainView Explorer.

2. *If the Security Warning panel is displayed*, select *I accept the risk and want to run this application* and click *Run*.
   *If the Security Warning panel is not displayed*, complete these steps:
   a. Under *All Programs*, select *Java => Configure Java*.
   b. On the Java Control Panel, select the Security tab.
   c. For the security level, select *High*.
   d. Click *Edit Site List*.
   e. On the Exception Site List panel, click *Add* and add the URL for MainView Explorer to the list.
   f. Click *OK*.

Where to get the latest product information

To view the latest BMC documents, see the Support Central website at [http://www.bmc.com/support](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.

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