BMC is announcing a change in the MainView Infrastructure product.

**Issue**

Browsers are phasing out support for the NPAPI, which includes the Java plug-in and applet support. The Chrome browser has already done so, and Firefox and other Mozilla-based browsers will follow suit at the end of 2016. At that point MVE will no longer run in the browser as an applet.

**Resolution**

You can now launch MVE outside of the browser using Java Web Start, accessible through any browser even if NPAPI support is dropped.

You launch MVE by adding /mve after the *host:port* in the url.

**Example**

http://sysa:3940/mve

The displayed web page has two launch buttons, one for MainView Explorer and the other for the MVE Viewer. After launching either application, a launch icon is placed on your desktop for your convenience.

The following table lists the PTF that resolves this issue:

<table>
<thead>
<tr>
<th>Version</th>
<th>PTF</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.1.00</td>
<td>BQY1009</td>
</tr>
</tbody>
</table>
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](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.

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**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.