

Bulletin No.: SCM\_TB\_001\_Java Security Issue

January 31, 2014

## Issue when connecting to SCM Administrator and SCM Personal Assistant (PWP)-Conference Manager

## Java Security Issue

If you upgraded to Java – Version 7 Update 51 you may receive an application blocked message (illustrated below) when you attempt to log into SCM Administrator and SCM Personal Assistant (PWP) – Conference Manager.

You receive these messages because SCM does not use a Public Certificate.



Application Blocked Application Blocked by Security Settings Your security settings have blocked a self-signed application from running	(c) (c) (132.100.10/2011)	
Application Blocked       Image: Comparison of the second se	SAMSUNG SCM	Administrator
Application Blocked by Security Settings       Image: Comparison of the set of th		Application Blocked
Your security settings have blocked a self-signed application from running		Application Blocked by Security Settings
		Your security settings have blocked a self-signed application from running

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scм Personal	/elcome( 701077@dallas.com )
🗄 Call	Error. Click for details
Voice Mail	Application Error
□ Conference	Application Placked Click for details
Meet Me Reservation	
Meet Me Status	Your security settings have blocked a self-signed application from running
Current Conference Status	Details Ignore Reload

There are two methods to work around this:

**Method 1**. Set the Java Security level to '<u>Medium</u>'. Go to Java Control Panel > Security > Security Level setting. If you don't feel comfortable with a security level of medium, use Method 2 below.

**Method 2**. This requires you to enter the IP address of the site/sites that you need to connect to in the '*Exception Site List*'

**Step 1.** Verify that you have Java Version 7 Update 51. Go to <u>Start Menu</u> and type Java, you will see > <u>Configure Java</u>. Select this and then click on <u>About</u>. You will see a window like below. If you have this version proceed to step 2.



Samsung Telecommunications America Business Communication Systems 1301 East Lookout Drive Richardson, TX 75082 **Step 2.** Go to <u>Start Menu</u> and type Java, you will see > <u>Configure Java</u>. Click this to get to the Java Control Panel below. Click on the <u>Advanced</u> tab, scroll down to Secure Execution Environment and make sure the box is checked for <u>Allow user to Grant permissions to signed</u> <u>content</u>. Click <u>Apply</u>.

🛃 Java Control Panel	J	
General Update Java Security Advanced		
Always allow Prompt user		
Application Installation		
Install if shortcut created      Install if hinted and shortcut      Never install		
Secure Execution Environment		
<ul> <li>Show sandbox warning banner</li> <li>Allow user to accept JNLP security requests</li> <li>Don't prompt for client certificate selection when no certificates or only one</li> <li>Warn if site certificate does not match hostname</li> <li>Show site certificate from server even if it is valid</li> <li>Mixed code (sandboxed vs. trusted) security verification</li> </ul>		

Continue with Step 3 on next page.

**Step 3.** In the Java Control Panel, click on the <u>Security</u> tab. Set the Security level to High. Then click on the <u>Edit Site List</u> button and follow instructions to add the IP address of the SCM site/sites you need to access. This is the Component IP address of the SCM. Enter it with http and https formats so both Administrator and PWP can be accessed. When you are finish adding the IP addresses click <u>OK</u> to save them.

Java Control Panel
General Update Java Security Advanced
Enable Java content in the browser
Security Level
Very High
- High (minimum recommended)
Medium
Java applications identified by a certificate from a trusted authority will be allowed to run.
Exception Site List
Applications launched from the sites listed below will be allowed to run after the appropriate security prompts.
http://192.168/100.10
Restore Security Prompts Manage Certificates
OK Cancel Apply

Now login and verify the issue has been resolved.

If you have any questions regarding this Technical Bulletin, please contact your Regional Sales Manager or Samsung Technical Support at 1-800-737-7008 or by e-mail at WE.Support@samsung.com

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