Array's Security and Service Interruption Related to Oracle's Java 7 Update 21

Date: May 6, 2013

Overview

This advisory is Array Networks' proactive response to the recent release of Oracle's Java 7 update 21. Please be advised that users may experience service interruptions in several ways after upgrading to Java 7 update 21 and when using Array's AG or SPX appliances for remote access.

User Symptoms

1. Users attempting to establish L3VPN connections using a Java based client on either Windows or MacOS may notice that the process may hang and that VPN tunnel establishment may fail.
2. For Client Security and Hardware ID authentication, the verification process may hang, and in some cases, a security warning may popup requesting that the user choose either "Block" or "Don't Block" to continue launching the service.
3. DesktopDirect users may receive a security warning popup when accessing the service. The image below is an example of the security warning.
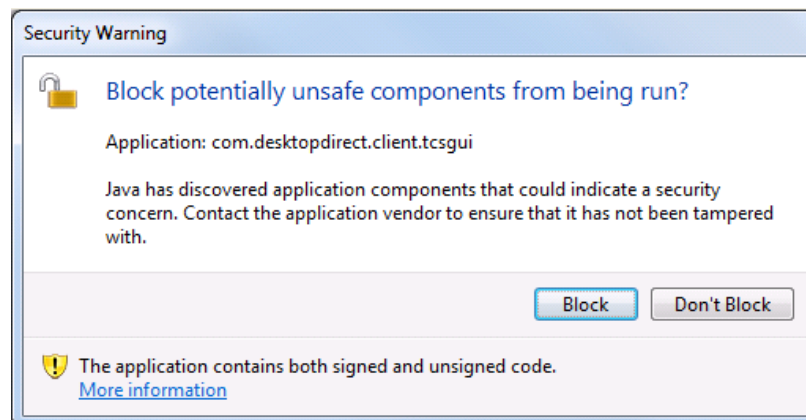
Mitigations and Workarounds

1. If users receive the Security Warning message as shown above for DesktopDirect, Client Security or HardwareID, it is safe to select "Don't Block" to access the service.
2. For users launching Layer 3 VPN using a Java based client, the workarounds are to use Internet Explorer with ActiveX to launch the tunnel or to use Array's standalone clients which are available for both Windows and Mac OS.
3. For Client Security verification and HardwareID authentication, if the launching process hangs, the user needs to downgrade Java to version 7 update 17 until the fix provided by Array Networks is available.

Array Networks is committed to working with Oracle to allocate necessary resources to address these issues in future software releases.

Best Regards,
Array Networks