A recent change by Oracle to their Java 7 and Java 8 Runtime versions will have an effect on company users that access the CAR Telecommunications System via our website.

If users have either Java 7 Runtime (version1.7.0_55 or greater) or Java 8 Runtime (version 1.8.0_20 or greater) installed on their PCs with the default settings, they will encounter the following error when they attempt to start a secure session from the Telecommunications page on the CAR website:



When the user hits the OK button the next message they will encounter is:

Application Blocked for Security				
The	application cannot be run.			
Name: Location: Reason:	Launcher https://www.commauto.com Your security settings have blocked an application signed with an expired or not-yet-valid certificate from running			
	OK More Information			

If they hit the OK button in that window they will then see the following:

Application Error	
General Exception	
Reason: Your security settings have from running	blocked an application signed with an expired or not-yet-valid certificate
	OK More Information

To correct this situation it will be necessary for the user to modify the settings in the Java Control Panel.

- 1. Navigate to the Control Panel by hitting Start, Control Panel.
- 2. Double click on the Java icon to open the Java Control Panel.



3. Click on the Security tab. <u>Please note that the following window is from Java</u> <u>Runtime 7</u>:



4. The user should drag the Security Level slider from Very High to Medium. Also, have them hit the **Restore Security Prompts** button and then hit the **Restore All** button on the next message box (this will help you confirm that the changes have been made correctly). Finally, hit the **OK** button until you exit the Java Control Panel.

5. If the user has <u>Java 8 Runtime version 20 or higher</u> the Security Tab will be a little different (see below). You can see that there is no longer a Security Level setting of Medium. In this case the user will need to add the CAR website to the Exception Site List. To do this hit the **Edit Site List** button and then enter <u>https://www.commauto.com</u> in the box. Hit the OK button in all subsequent windows until they return to the Security tab. Next hit the **Restore Security Prompts** button and then hit the **Restore All** button on the next message box (this will help you confirm that the changes have been made correctly). Finally, hit the **OK** button until you exit the Java Control Panel.

🛃 Java Control Panel	- 0
General Update Java Security Advanced	
C Enable Java content in the browser	
Security level for applications not on the Exception Site list	
Very High - Only Java applications identified by a certificate from a trusted allowed to run, and only if the certificate can be verified as not revoked.	authority are
High - Java applications identified by a certificate from a trusted authority run, even if the revocation status of the certificate cannot be verified.	are allowed to
Exception Site List	
Applications launched from the sites listed below will be allowed to run after t prompts.	he appropriate security
Click Edit Site List to add items to this list.	Edit Site List
Restore Security Prompts	mage Certificates

6. If Internet Explorer is still open, close and reopen IE, then once again navigate to the CAR Telecommunications page. When you hit the link for Start Secure Session you should get the following prompt.

Security	y Warning			×		
Do you want to run this application?						
		Publisher:	Attachmate Corporation			
	<u>/!</u> \	Locations:	https://www.commauto.com:443			
	_		https://www.commauto.com			
Running this application may be a security risk						
Risk: This application will run with unrestricted access which may put your computer and personal information at risk. The information provided is unreliable or unknown so it is recommended not to run this application unless you are familiar with its source						
	The certificate used to identify this application has expired.					
	This application will be blocked in a future Java security update because the JAR file manifest does not contain the Permissions attribute. Please contact the Publisher for more information. More Information					
Select the box below, then click Run to start the application						
I accept the risk and want to run this application.						

7. Check the "I accept the risk and want to run this application" box and then hit the **Run** button. The Connection to CAR Mainframe – Secure window should now appear.

Please note that users are receiving this message because we are currently running an older version of the Reflections for the Web software on our website that does not have a current manifest. We expect to upgrade the web server over the next year, but until that time we are asking users to follow the procedure above to access our Telecommunications System using the new versions of Java Runtime.