
How to use VPN/DesktopDirect client on MacOS X 10.9

1 SPX Platform

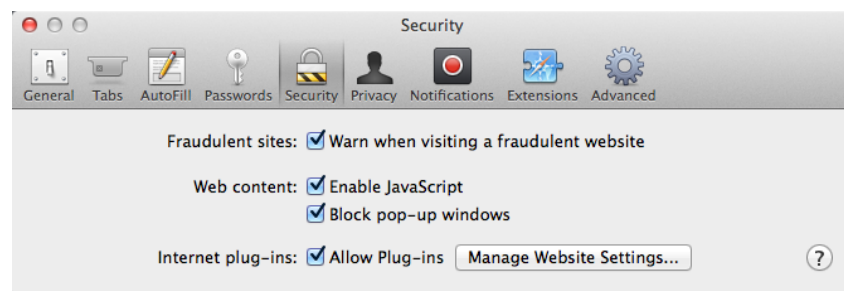
Supported SPX releases: ArrayOS SPX 8.4.6.2.67 and later

Web-Launch VPN Client

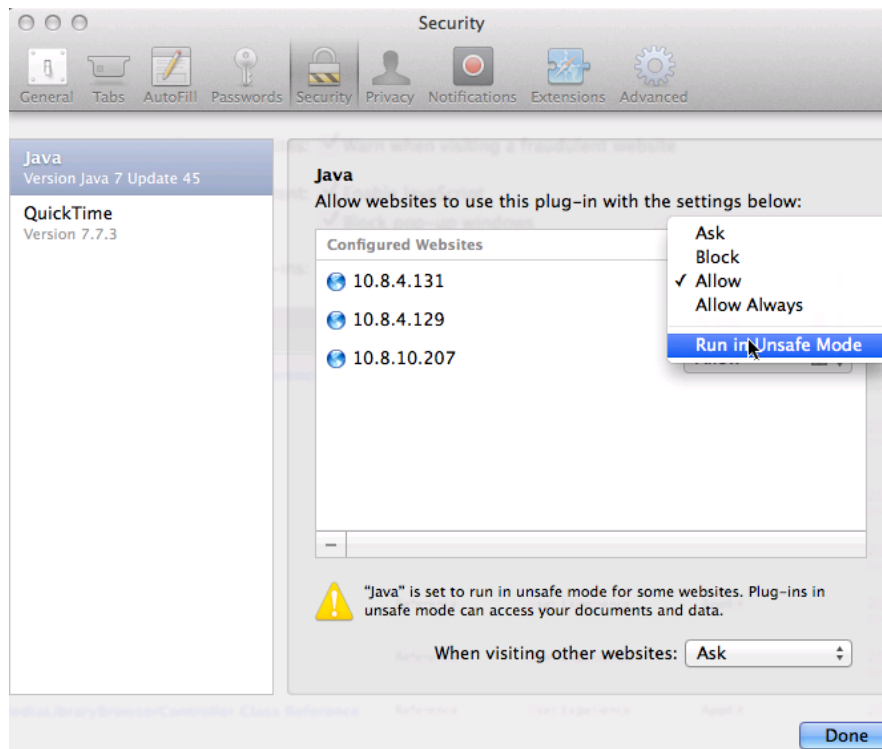
Users do not need to upgrade Web-Launch VPN Client.

When Safari 7.0 is used to launch VPN client on Mavericks, Users need to configure Safari preferences according to the following steps after accessing the virtual portal:

1. Choose **Preferences > Security > Internet plug-ins**, and select the **Allow Plug-ins** check box, as shown in the following figure.



2. Click the **Manage Website Settings** button, select **Java** in the left configuration pane, configure **Run in Unsafe Mode** for your websites, and click **Done** to confirm the settings, as shown in the following figure.



After the preceding steps are completed, users can access the virtual portal and launch VPN Client with Safari 7.0 next time.

Standalone VPN Client

Standalone VPN Client can work normally on Mavericks without any user intervention.

DesktopDirect Client

DesktopDirect Client (version 1.1.0) can work normally on Mavericks. Users do not need to upgrade the client.

When Safari 7.0 is used to launch DesktopDirect Client on Mavericks, users also need to configure Safari Preferences like Web-Launch VPN Client after accessing the DD portal. After settings, users can access the DesktopDirect portal and launch DesktopDirect Client next time.

Troubleshooting

If your users encounter problems when running the VPN Client, please collect `/var/log/ArraySSLVPN.log` and `/var/log/system.log` and send them to Array.

If your users encounter problems when running the VPN Client, please first make sure the Safari is configured correctly. If the Safari settings are correct, please collect the information of the Java console log, TCS package version and DesktopDirect Client (installed on MacOS X 10.9) version, and sent them to Array.