

**Oracle® AutoVue Integration Software
Development Toolkit (ISDK)**

Security Guide

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Oracle AutoVue Integration SDK Security Guide, Release 20.2.2

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Preface

This documentation provides guidelines on how to create secure integrations with the AutoVue Integration Software Development Toolkit (ISDK), all of its components, and the communication between the different components.

Audience

This document is intended for Oracle partners and third-party developers (such as integrators) who want to create an integration between AutoVue and a content repository.

Related Documents

For more information, see the following documents:

- *Oracle AutoVue Integration SDK Installation and Configuration Guide*
- *Oracle AutoVue Integration SDK Technical Guide*
- *Oracle AutoVue Client/Server Deployment Security Guide*

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

AutoVue Integration Software Development Toolkit (ISDK) is a software package designed for Oracle partners and third-party integrators to develop new integrations between AutoVue server and enterprise systems¹. The purpose of the integration is to enable communication between AutoVue and the enterprise systems as well as to integrate AutoVue's capabilities into their environments.

General Security Principles

This section outlines the general security principles of the ISDK.

Keep Up to Date on Software

One of the principles of good security practice is to keep all software versions and patches up-to-date. Oracle continually improves its software and documentation. Make sure you install the latest version of ISDK. Throughout this document, an ISDK maintenance level of 20.2.1 or later is assumed. Refer to the following link for updates on Oracle patches, security alerts and third-party bulletins:

<http://www.oracle.com/technetwork/topics/security/alerts-086861.html>.

Authentication

Ensure that all users accessing data through an ISDK integration are authenticated and verified to have access to the data. The user must log in to filesys or other DMSes before viewing a file and/or creating markups.

¹ Also referred to as Document Management Systems (DMS).

Security Considerations

Since the ISDK is intended for developers/integrators, security considerations vary between development (design time) and deployment (run time) environments. Typically, a development environment consists of a desktop machine that has development tools (such as JDeveloper or Eclipse) and an application server configured to talk to a backend DMS server. Where as, a deployment environment is more complex and distributed (that is, it consists of several machines/servers). Note that administrators may want to include additional hardware/software (such as load balancer, proxy, web servers, and so on) into the environment.

Security Consideration for Development Environment (Developers/Integrators)

Before building a secure integration based on ISDK, you must ensure that the setup is in a secure development environment. The security considerations for setting up a secure environment are different from building a secure integration.

Installing ISDK

For installation and configuration steps, refer to the *Oracle AutoVue Integration SDK Installation and Configuration Guide*.

Take note of the following security considerations when installing the ISDK:

- You should only deploy and run the required ISDK projects.
- The ISDK samples (ISDK Skeleton, Web Services Client, Sample Integration for FileSys DMS, and ISDK Web Services Sample Server) are not installed by default. If required, you have to explicitly indicate that you want to have sample code installed during the installation. The samples are meant for education and demonstration purposes only and are not meant for production. You must ensure that your integration module is developed, tested, and secured before deploying in production environment.
- Default users for the sample integration for FileSys are not enabled.
- File permissions for ISDK applications (such as ISDK Skeleton) in the ISDK installation folder do not allow global access on Linux operating systems.
- The ISDK VueServlet is configured by default to use secure socket layers (SSL) to communicate with the AutoVue server.

Post-Installation Configurations

This section discusses the following security-related configurations that can be made after installing the ISDK.

Adding User Credentials to the Sample Integration for FileSys Project

User credentials for the Sample Integration for FileSys project are controlled by the `credential.txt` file. For information on using your own user credentials, refer to the *AutoVue Integration SDK and Sample Integration for FileSys DMS User Guide*.

Enterprise Security API Resource Files

This release of the ISDK includes the Open Web Application Security Project (OWASP) Enterprise Security API (ESAPI) Java Edition and related ESAPI to provide enhanced security. The latest version is available for download from <http://code.google.com/p/owasp-esapi-java/downloads/list>.

The ISDK customizes the following default resource files provided by the ESAPI:

- *ESAPI.properties*
- *Validation.properties*

The sample integration for FileSys customizes the following in the *Validation.properties* file in order to validate URLs:

- *Validator.URL*
- *Validator.URL1*

The sample integration for FileSys customizes the following in the *ESAPI.properties* file:

- *HttpUtilities.ApprovedUploadExtensions*
Allows files extensions for the FileSys repository sample files. All new file formats must have their extension added to this parameter.

- *Validator.FileName*
Validates file names.

The default value is as follows:

```
Validator.FileName=^[a-zA-Z0-9!@#%&{}\\[\]\(\)_+\\-=,~`
\\p{L}&&[^\*?:|<>\\\"\\x00-\\x1F]]{1,255}$
```

- *Validator.DirectoryName*
Validates directory path.

The default value is as follows:

```
Validator.DirectoryName=^[a-zA-Z0-9:/\\!@#%&{}\\[\]\(\)_+\\-=,~`
\\p{L}&&[^\*?:|<>\\\"\\x00-\\x1F]]{1,255}$
```

The ISDK Skeleton project and wsclient project only customize the *ESAPI.properties* file.

After installing the ISDK, the customized resource files for the ISDK projects can be accessed from the ISDK installation folder. For example, for the sample integration for FileSys project the location is the `FileSys/ESAPI_resources` directory.

Since ESAPI requires that a file path must match the canonical path exactly, and all file paths defined in the `web.xml` descriptor file of the ISDK/ISDK-based projects should be case-sensitive.

If it is required to add new files to the FileSys repository folder, make sure that these files meet the following requirements of the rules defined in the ESAPI resource files:

- The filename must match the regular expression defined by `Validator.FileName`.
- The directory must match the regular expression defined by `Validator.DirectoryName`.
- The file extension must be included in the allowed list as defined by `HttpUtilities.ApprovedUploadExtensions`.

ESAPI has a default search order to find and load its resource files. That is, the application server searches specific folder locations for the resource files and then loads these resources before loading applications. It is possible to change the location of the resource files by using `-Dorg.owasp.espai.resources JAVA_OPTIONS` in the WebLogic application servers' startup or in the `setDomainEnv` script.

Example 2–1 Changing the location of the resource files

Step 1: Copy the contents from inside the `ESAPI_resources` folder for the ISDK project to a secure directory.

For example: `C:\mysafe_esapi_resources_locations`

Step 2: Edit `startWebLog.cmd` and add a new `JAVA_OPTIONS`.

For example: `Set JAVA_OPTIONS-...-Dorg.owasp.espai.resources-C:\mysafe_esapi_resources_location`

Step 3: Start WebLogic Server. For the sample integration for FileSys project, the WebLogic Server console should state that the `C:\mysafe_esapi_resources_location\EASPI.properties` directory is found in `org.owasp.espai.resources`. For the ISDK Skeleton project or the Web Services client project, the WebLogic Server only displays information if there is an error locating the resources.

Note: You must safe-guard your ESAPI resources directory to avoid unauthorized access.

Securing the FileSys Content Repository Folder

The Sample Integration for the FileSys and the Web Services client projects allow viewing of files located inside the FileSys content repository root (`RootDir`). The `RootDir` is defined in the `web.xml` descriptor file. It is important to note that you should not expose any other local files inside `RootDir` except for the sample content repository data shipped with FileSys (`filesystemRepository.zip`) or any data that is to be viewed in AutoVue through the ISDK-based integration.

Configuring SSL Communication

A SSL-enabled development environment for an ISDK-based integration includes the following components: ISDK, AutoVue server, Oracle WebLogic Server, and IDE.

ISDK User default SSL configuration. Ensure that the `web.xml` descriptor file for the ISDK project uses the following `VueServlet` `init-param`:

```
<init-param>
<param-name>EnableSSL</param-name>
<param-value>true</param-value>
</init-param>
```

Enabling SSL between Oracle WebLogic Server and IDE For information on how to set SSL communication between WebLogic Server and a client (such as Eclipse), refer to the "Configuring Demo Certificates for Clients" section of the *Oracle Fusion Middleware Securing Oracle WebLogic Server* document.

Oracle WebLogic Server For information on how to set SSL refer to the "Setting Up SSL: Main Steps" section of the *Oracle Fusion Middleware Securing Oracle WebLogic Server* document.

AutoVue Server For information on how to set SSL for Oracle AutoVue with a valid CA-issued certificate, refer to the *Oracle AutoVue Client/Server Security Guide*.

Note: During development you may create a self-signed certificate to test. Alternately, you may use the two default demo keystores provided by the WebLogic Server to setup SSL communication between WebLogic Server and the AutoVue server. For more information, refer to section "Security Considerations for ISDK Integrators" and the *Oracle AutoVue Client/Server Deployment Security Guide*.

Disabling SSL Communication Depending on your needs, the default SSL configuration of the ISDK may be disabled by updating the web.xml descriptor file for the ISDK project with the following `VueServlet` init-param:

```
<init-param>
<param-name>EnableSSL</param-name>
<param-value>>false</param-value>
</init-param>
```

Security Considerations for ISDK Integrators

This section provides security-specific information for developers producing ISDK-based integrations.

Security Enhancement for Integrations with AutoVue

If you are developing your own integration between the AutoVue server and a document repository (typically, through the use of the ISDK that ships with AutoVue), there are a few points that have to be considered to enhance the system's overall security. For example, you must ensure that the original URL to a file does not contain sensitive information such as user or server information. For more information, refer to the "Integrations with AutoVue" section of the *Oracle AutoVue Client/Server Deployment Security Guide*.

Handling User Credentials after Authorization Exception Being Thrown

Since user credentials captured by AutoVue when an authorization exception is thrown are sent only once, it is important for the ISDK to cache the authentication information and retrieve them in subsequent requests. This is done by caching the connection object inside the `DMSSessionImp` (subclass of `DMSSession`). For more information, refer to the *AutoVue Integration SDK Technical Guide*.

Setting SSL Communication

The following steps describe how to set up SSL communication.

Note: The certificates used in the following steps are self-signed and cannot be used in a production environment.

1. Create a client certificate.

Use the CerGen utility provided with WebLogic to create a client certificate. WebLogic Server trusts the certificate as it is already configured to trust the demo CA.

- Run C:\Oracle\Middleware\user_projects\domains\mydomain\bin\setDomainEnv.bat
- Select a directory to store the client certificate. For example, c:\temp
- Run the following command to create the following files: avcertfile.cer.pem, avcertfile.cer.der, avkeyfile.key.pem and avkeyfile.key.der.

```
java utils.CertGen -certfile avcertfile.cer -keyfile avkeyfile.key
-keyfilepass password -cn autovue
```

- Run the following command to create keystore c:\temp\avkeystore.jks.

```
java utils.ImportPrivateKey -keystore avkeystore.jks -storepass password
-storetype jks -keypass password -alias av -certfile avcertfile.cer.pem
-keyfile avkeyfile.key.pem -keyfilepass password
```

2. Import the WebLogic demo certificate into Internet Explorer.

3. Export the certificate from Internet Explorer as a base-64 encoded format and then save the certificate as c:\temp\wlsdemo.cer.

4. Import the certificate to the AutoVue server's JRE using the following command:

```
keytool -import -alias democert -v -file c:\temp\wlsdemo.cer -keystore AV_
INSTALL\jre\lib\security\cacerts
```

5. Update the jvueserver.properties file with the following:

```
jvueserver.ssl.enable=true
jvueserver.cmdline=... -Djavax.net.ssl.keyStore=" c:\temp\avkeystore.jks"
-Djavax.net.ssl.keyStorePassword="password" ...
```

6. Restart the AutoVue server.

Security Recommendations

- The installer of a third-party integration with DMS/PLM systems based on ISDK framework should offer the lockdown mode listed by the following:
 - Avoid default accounts.
 - Remove test scripts, protect Web administration pages if existing, and do not install demonstration code by defaults.
 - Avoid inappropriate file permissions. That is, avoid giving more permissions than necessary.
 - Debugging scripts must be well documented, optional, and protected from unauthorized use.
 - Remove any unnecessary files.
 - Avoid dumping sensitive data to installation logs and protect them from unauthorized access.
- Analyze your source code using security analyzing tools.

- Familiarize yourself with security risks. For example, the Open Web Application Security Project (OWASP) offers security related information at <http://www.owasp.org>.

Security Features

This section outlines specific security mechanisms offered by the ISDK.

The Security Model

The ISDK security features arise from the need to protect data from deliberate unauthorized attempts to access the file stored in backend repository.

The critical security features that provide this protection are:

- **Restrict IP Access** - Restrict access to the backend DMS/PLM systems and ISDK-based integration.
- **Authentication** - Ensure that only authenticated individuals get access to DMS/PLM systems through ISDK-based integration.
- **Authorization** - This is only for documents stored inside a DMS.

Configuring and Using Restrict IP Access

It is recommended to tighten the deployment and limit access to the ISDK through a filtering mechanism provided by the WebLogic application server.

The following steps describe how to configure the filtering mechanism.

1. Log onto WebLogic Admin console.
2. From the left panel, select the domain that you want to configure (the domain that AutoVue Web Services is deployed on).
3. Select **Security** and then **Filter**.
4. Select the **Connection Logger Enabled** checkbox to enable the logging of accepted messages. The Connection Logger logs successful connections and connection data in the server. This information can be used to debug problems relating to server connections.
5. In the **Connection Filter** field, specify the connection filter class to be used in the domain.

To configure the default connection, specify

```
weblogic.security.net.ConnectionFilterImpl
```

6. In the **Connection Filter Rules** field, enter the syntax for the connection filter rules. The syntax is as follows:

```
Target localAddress localPort action protocols
```

The following is the recommended rule set:

```
# Allow access from the Weblogic application server machine
<Weblogic IP or hostname> * * allow
# Allow access from the AutoVue machine
<autovue IP or hostname> * * allow
# Allow access from IP address range
<IP range to be permitted> * * allow
# Refuse the other access for all other machines
0.0.0.0/0 * * deny
```

Replace the *<Weblogic IP or hostname>* and *<autovue IP or hostname>* with the actual hostname or IP address of the machines and *<IP range to be permitted>* with the real IP address range.

For information on connection filter rules and syntax, refer to the "Using Network Connection Filters" section in the *Oracle Fusion Middleware Oracle WebLogic Server Administration Console Help*.

7. Click **Save**.
8. Restart the WebLogic Server so that your changes can take effect.

Note: If you accidentally enter rules that completely block access to the WebLogic server, and are no longer able to access the admin console, you must locate the config.xml file inside the WebLogic server machine (under the domain directory) and remove the *<connection-filter-rule>* parameters that deny access to the server from legitimate machines.

Configuring and Using Authentication, Encryption and Signature

To facilitate the integration with the backend system, ISDK provides two authentication mechanisms: Single Sign On (SSO) with Cookies and Basic/NTLM/Customized Authentication.

The following section is a high-level description about security and authentication mechanisms provided in this release of Integration SDK. Refer to *the AutoVue Integration SDK Technical Guide* for detailed information about how to implement the security and authentication mechanisms in your integration.

Single Sign-On (SSO)/Cookies

The ISDK can retrieve cookies set by the Web browser when AutoVue is launched to achieve single sign-on (SSO). Browser cookies are automatically captured by AutoVue and passed to the ISDK inside the authorization block of the AutoVue request.

It is recommended to set the AutoVue applet parameter `DMS_PRESERVE_COOKIES` to `JSESSIONID` in order to retrieve the `JSESSIONID` cookie.

Caution: Setting the `DMS_PRESERVE_COOKIES` to `TRUE` directs AutoVue to pass all cookies to the integration. For security reasons, it is not recommended to set this parameter to `TRUE`.

Basic or NTLM Authentication

When the integration fails to connect to the content repositories integrations, it can instruct AutoVue to prompt the user with the Authorization dialog for basic authentication, NTLM authentication, or authentication with customized information fields.

Basic authentication includes two input fields: user name and password. NTLM authentication includes three input fields: user name, password, and domain. Customized authentication has customized fields.

Since user credentials are only sent once by AutoVue by default, it is important for the ISDK to cache authentication information inside the `DMSSESSIONImp` (subclass of `DMSSESSION`) and then retrieve them in subsequent requests. The "Encryption of User Credentials" which encrypts the password and also authorization block enhances the security. For more information, refer to the *AutoVue Integration SDK Technical Guide*.

Encryption of User Credentials

The authorization block is encrypted by AutoVue. To support the authorization encryption:

- ISDK handles a `getProperty` request to return a value for the ISDK public key.
- The AutoVue server uses the ISDK public key to encrypt the entire authorization block.
- The AutoVue server includes its public key in requests sent to the ISDK. The ISDK then uses AutoVue's public key to decrypt the content of the authorization block.
- All the above handling is done at the ISDK framework level and is transparent to your ISDK-based integrations. Existing interfaces for returning authorization elements remain unchanged (that is, the authorization element from the existing interface has been decrypted by the ISDK framework).

Note: In addition to the encryption of the authorization block, the password inside the authorization block has another level of encryption.

Logging and User Info

For security reasons, the ISDK does not dump to the logs any sensitive user/password information. It is recommended that any components that you add to the integration should do the same.

Configuring and Using Java Security Manager for Oracle WebLogic

The Java Security Manager is used with WebLogic Server in order to provide additional protection for resources running on a Java Virtual Machine (JVM).

For detailed information on setting up the Java Security Manager, refer to the *Oracle Fusion Middleware Programming Security for Oracle WebLogic Server*.

WebLogic Server provides a sample Java security policy file, `weblogic.policy`, which you can edit and use. For instance, if WebLogic Server is installed in the default installation directory, you should customize `WL_HOME\server\lib\weblogic.policy` for the ISDK.

Note: This policy file must be configured and the permissions based on your configuration must be added in order for WebLogic Server and associated applications to work properly.

Example 3–1 *If the Sample Integration for FileSys is deployed on WebLogic Server outside of the IDE, then you must add the following lines of code to weblogic.policy:*

```
grant codeBase "file:/C:/Oracle/Middleware_10.3.5/user_
  projects/domains/mydomain/servers/AdminServer/tmp/_WL_user/filesys/-"
{
  permission java.io.FilePermission "<<ALL FILES>>", "read";
  permission java.io.FilePermission "C:\\temp\\-", "read,write,delete";
  //folder for log4j log files: filesys.log, filesys.log.1., ...
  permission java.io.FilePermission "C:\\Users\\AppData\\Local\\-",
    "read,write,delete";
  //On Windows, user's LOCALAPPDATA, in vuelink.java, File.createTempFile() needs
  //this folder
  permission java.io.FilePermission "C:\\Oracle\\filesysRepository\\-",
    "read,write,delete";

  permission java.util.PropertyPermission "*", "read,write";
  //Needed for vuelink.java, if keeping current System.getProperties()
  //Comment the above line and use the following one if using
  //System.setProperty("java.protocol.handler.pkgs",..) instead of
  //System.getProperties()
  //permission java.util.PropertyPermission "java.protocol.handler.pkgs",
  // "read,write";

  permission java.util.PropertyPermission "org.owasp.esapi.*", "read";
  permission java.util.PropertyPermission "user.home", "read";
  permission java.util.PropertyPermission "user.dir", "read";
  permission java.util.logging.LoggingPermission "control";

  permission java.security.SecurityPermission "insertProvider.SunJSSE";
  permission java.lang.RuntimePermission "createClassLoader";
  permission java.lang.RuntimePermission "setContextClassLoader";
};
```

Example 3–2 *If the ISDK Skeleton is deployed on WebLogic Server outside of the IDE, then you must add the following lines of code to weblogic.policy:*

```
grant codeBase "file:/C:/Oracle/Middleware_10.3.5/user_
  projects/domains/mydomain/servers/AdminServer/tmp/_WL_user/skeleton/-"
{
  permission java.io.FilePermission "C:\\temp\\mysafe_esapi_resources_
  location\\-"
  "read"; //esapi resource file location
  permission java.io.FilePermission "C:\\temp\\autovueconnector.log",
  "read,write";
  permission java.util.PropertyPermission "org.owasp.esapi.*", "read";
  permission java.util.PropertyPermission "*", "read,write";
  permission java.util.logging.LoggingPermission "control";
  permission java.security.SecurityPermission "insertProvider.SunJSSE";
};
```

Example 3–3 *If the Web Services Sample Server is deployed on WebLogic Server outside of the IDE, then you must add the following lines of code to weblogic.policy:*

```
grant codeBase "file:/C:/Oracle/Middleware_10.3.5/user_
```

```

projects/domains/mydomain/servers/AdminServer/tmp/_WL_user/wsclient/-"
{
  permission java.io.FilePermission "C:\\Oracle\\Middleware_10.3.5\\-", "read";
  //need this level to access weblogic libs
  permission java.io.FilePermission "C:\\temp\\mysafe_esapi_resources_
location\\-",
  "read";
  //esapi resource file location
  permission java.io.FilePermission "C:\\temp\\-", "read,write,delete";
  //folder for log4j log files: wsclient.log, wsclient.log.1., ...
  permission java.io.FilePermission "C:\\Users\\AppData\\Local\\-",
  "read,write,delete"; // On Windows, user's LOCALAPPDATA

  permission java.util.PropertyPermission "*", "read,write";
  //Required when vuelink.java does not get rid of System.getProperties() API
  //If removing System.getProperties() API from vuelink.java in the future, then
  //the above policy line can be removed and the following three used instead:
  //permission java.util.PropertyPermission
  // "com.sun.xml.ws.api.streaming.XMLStreamWriterFactory.woodstox", "write";
  //Required when launching applet if not granting all permission
  //java.util.PropertyPermission
  // "com.sun.xml.ws.api.streaming.XMLStreamReaderFactory.woodstox", "write";
  //Required when launching applet
  //permission java.util.PropertyPermission "java.protocol.handler.pkgs",
  // "read,write";
  //Required during startup

  permission java.security.SecurityPermission "insertProvider.SunJSSE";
  permission java.lang.RuntimePermission "createClassLoader";
  //Required when launching applet
  permission java.lang.RuntimePermission "accessDeclaredMembers";
  //Required when launching applet
  permission java.net.SocketPermission "localhost:49702", "accept";
  //hostname:port of WSDL URL defined in web.xml
};

```

Example 3-4 *If the ISDK project (FileSys, ISDK Skeleton, or Web Services Sample Server) is deployed on WebLogic Server from inside the IDE, then you must add the following lines of code to weblogic.policy:*

```

grant codeBase "file:/C:/Oracle/Middleware_10.3.5/user_
projects/domains/mydomain/servers/AdminServer/tmp/_WL_user/_auto_generated_ear_
/-"
{
  permission java.io.FilePermission "<<ALL FILES>>", "read";
  //need to validate path
  permission java.io.FilePermission "c:\\temp\\-", "read,write,delete";
  //folder for log4j log files
  permission java.io.FilePermission "C:\\Oracle\\fileSysRepository\\-",
  "read,write,delete";
  permission java.io.FilePermission "C:\\Users\\AppData\\Local\\-",
  "read,write,delete";
  //On Windows, user's LOCALAPPDATA, in vuelink.java, File.createTempFile() needs
  //this folder

  permission java.util.PropertyPermission "org.owasp.esapi.*", "read";
  permission java.util.PropertyPermission "user.home", "read";
  //required when deploying from eclipse
  permission java.util.PropertyPermission "user.dir", "read";
  //required when deploying from eclipse

```

```
permission java.util.PropertyPermission "*", "read,write";
//Required when vuelink.java does not get rid of System.getProperties() API
//If removing System.getProperties() API from vuelink.java in the future, then
//the above policy line can be removed and the following three used instead:
//permission java.util.PropertyPermission
// "com.sun.xml.ws.api.streaming.XMLStreamWriterFactory.woodstox", "write";
//permission java.util.PropertyPermission
// "com.sun.xml.ws.api.streaming.XMLStreamReaderFactory.woodstox", "write";
//permission java.util.PropertyPermission "java.protocol.handler.pkgs",
// "read,write";

permission java.security.SecurityPermission "insertProvider.SunJSSE";

permission java.lang.RuntimePermission "createClassLoader";
permission java.net.SocketPermission "localhost:49702", "connect";
//for wsclient only
permission java.net.SocketPermission "stestv1:5099", "connect,resolve";
//required to connect to AutoVue when deploying from eclipse
};

// The following grant permission to eclipse. Not desalinized because of not
//necessary during development phase.
grant codeBase "file:/C:/eclipse/eclipse-workspace-helios/-"
{
    permission java.io.FilePermission "<<ALL FILES>>", "read,write,execute,delete";
    permission java.util.PropertyPermission "*", "read,write";
    permission java.security.SecurityPermission "insertProvider.SunJSSE";
    //The following is used by wsclient project
    permission java.net.SocketPermission "*", "accept,connect,listen,resolve";
    permission java.lang.RuntimePermission "*";
};
```

If you have any questions or require support for AutoVue please contact your system administrator. Some customization and maintenance must be done on the server and cannot be implemented on the client machine. If the administrator is unable to resolve the issue, please contact Oracle Corp.

General AutoVue Information

Web Site	http://www.oracle.com/us/products/applications/autovue/index.html
Blog	http://blogs.oracle.com/enterprisevisualization/

Oracle Customer Support

Web Site	http://www.oracle.com/support/index.html
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My Oracle Support AutoVue Community

Web Site	https://communities.oracle.com/portal/server.pt
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Sales Inquiries

E-mail	autovuesales_ww@oracle.com
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