

# Knowledge Center Search

[SSL VPN/MAG/UAC] Macintosh users fail to launch client components with latest Safari installations

### Summary:

Macintosh users running specific Mac OS versions cannot launch the Juniper client components after upgrading to Safari 6.1 or 7.0.

### Problem or Goal:

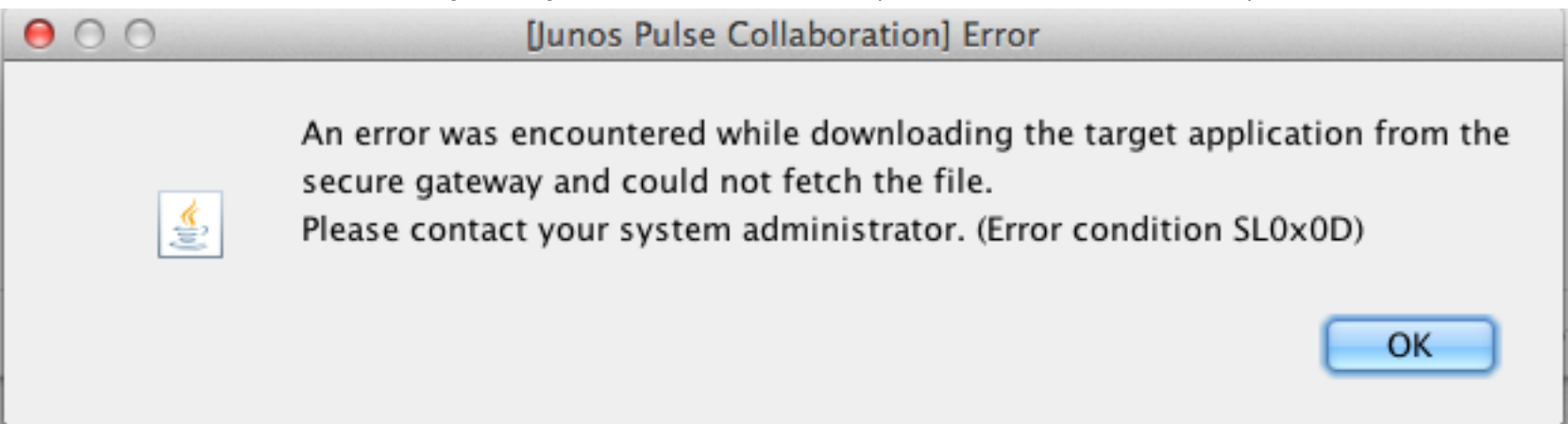
Juniper client components (including Host Checker, Network Connect, Junos Pulse, JSAM, and Junos Pulse Collaboration) fail to launch with the following Safari and Mac OS versions:

- Safari 6.1 on Mac OS versions prior to 10.9
- Safari 7.0 on Mac OS 10.9

The Java console displays error messages regarding the security of the client component.

The Safari error message reads:

"An error was encountered while downloading the target application from the secure gateway and could not fetch the file. Please contact your system administrator. (Error condition SL0x0D)"



### Cause:

### Solution:

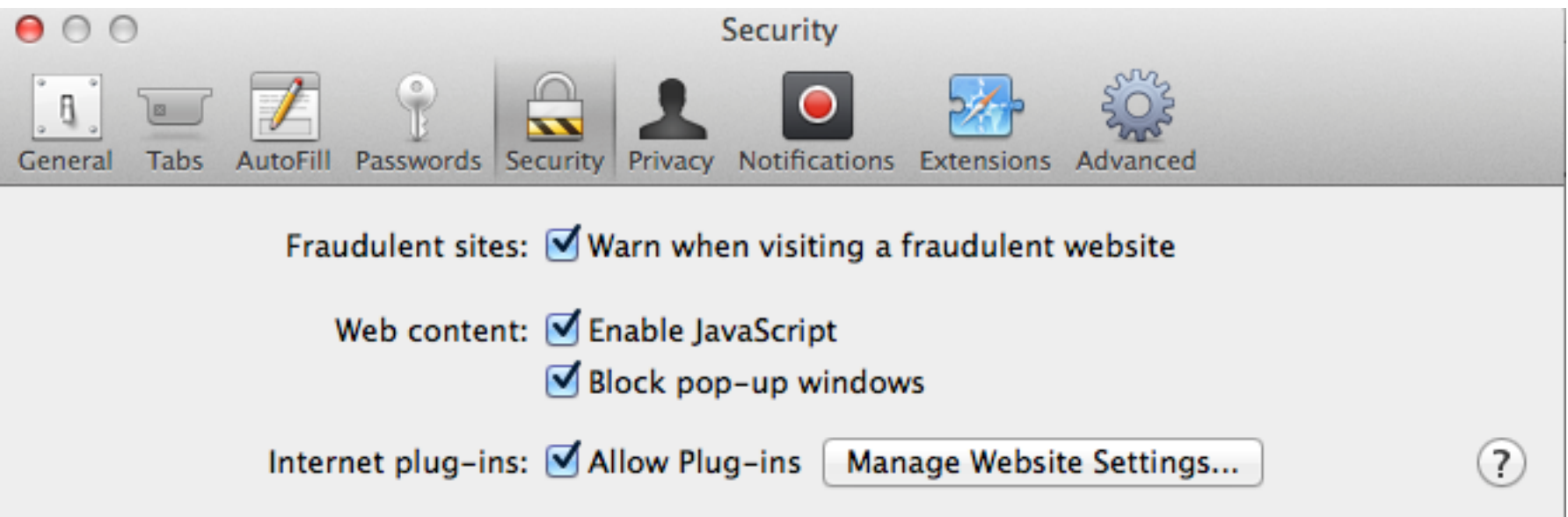
This is working by design based on changes in the plug-in framework in Safari. See Apple KB <http://support.apple.com/kb/HT5954> for more information.

In order to allow these applets to launch, the following needs to be done individually, for each site that needs to launch the Juniper Java components.

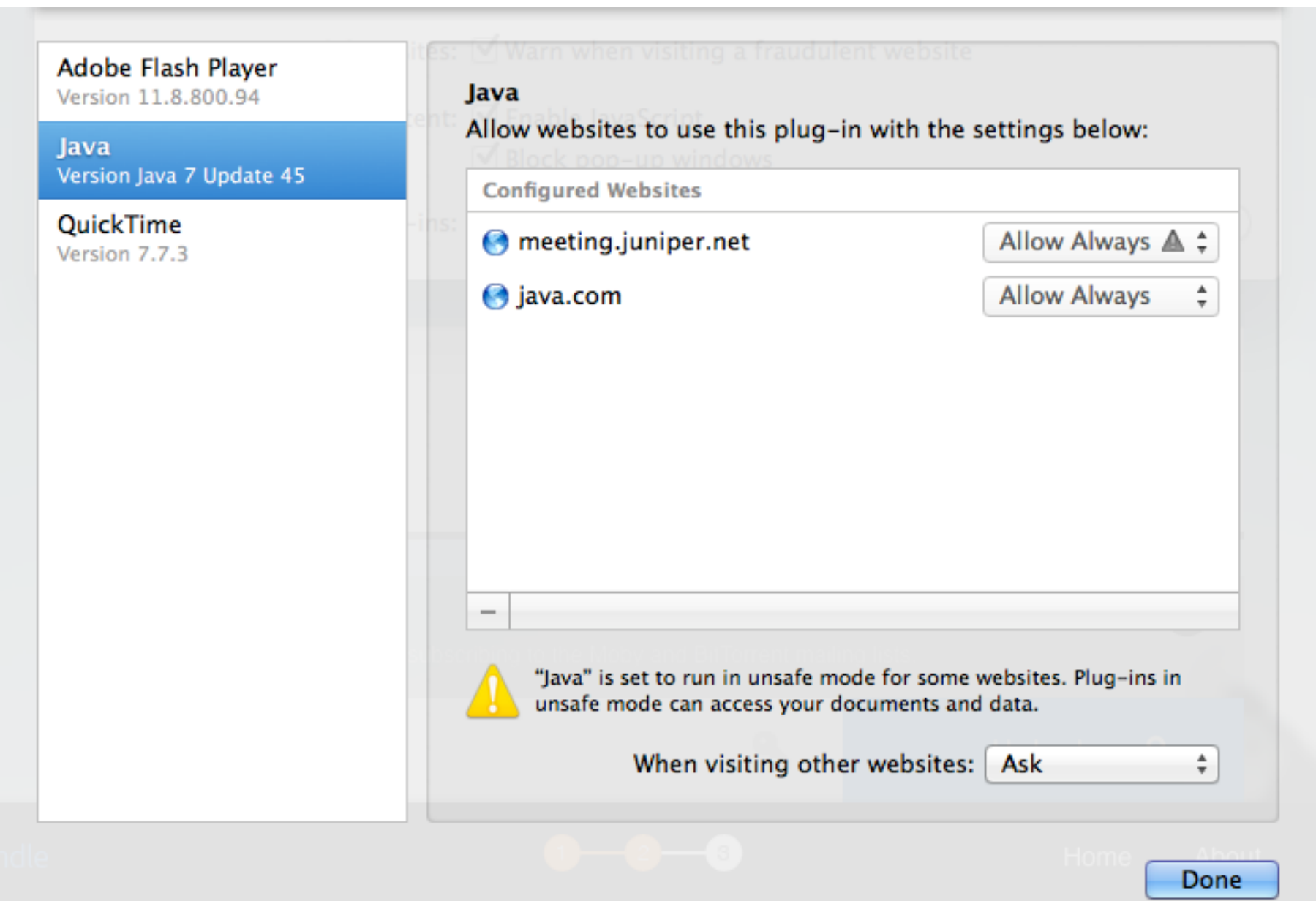
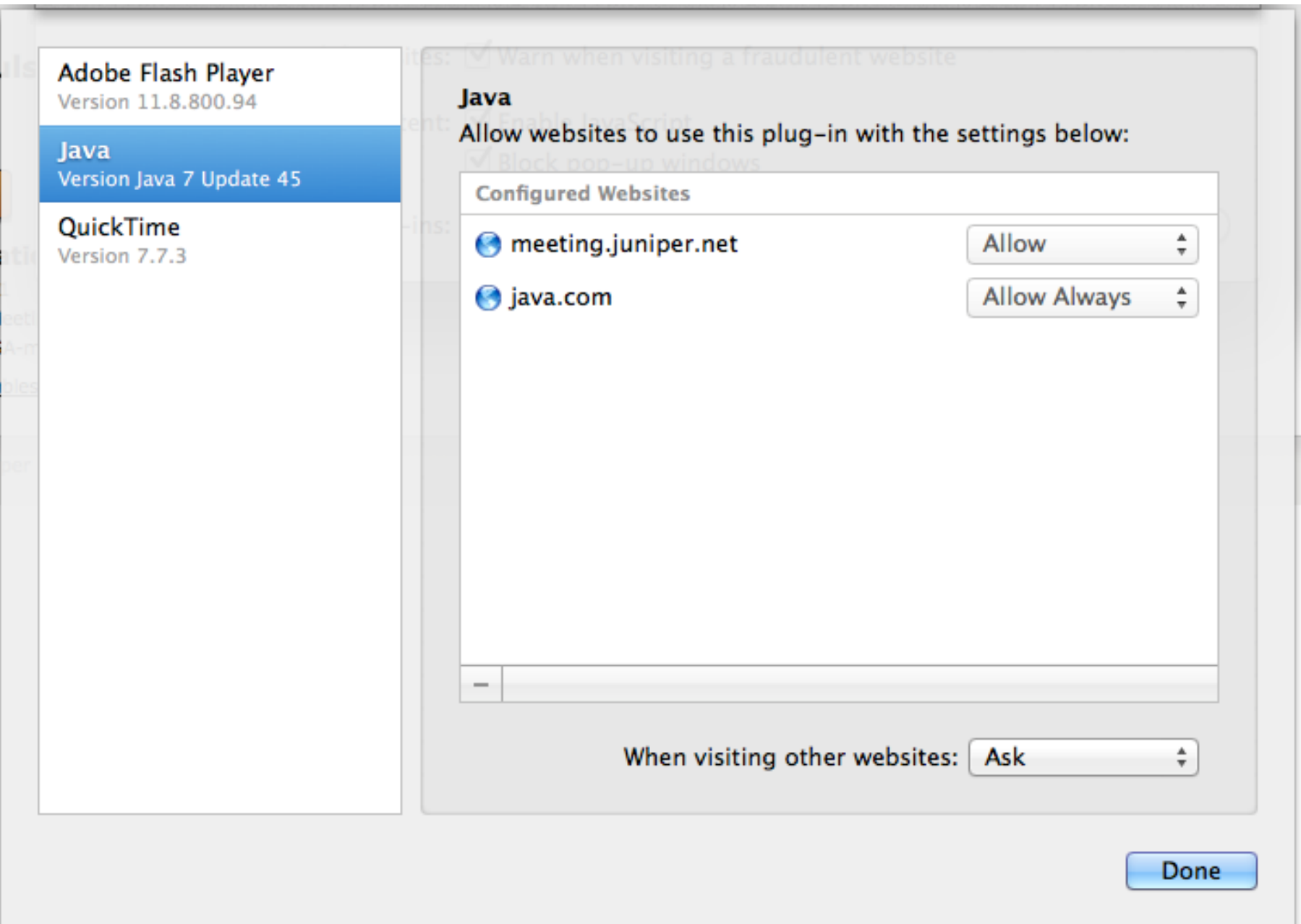
Per Apple KB, perform the following steps:

1. Go to Safari > Preferences > Security, and ensure 'Allow Plug-ins' are enabled.

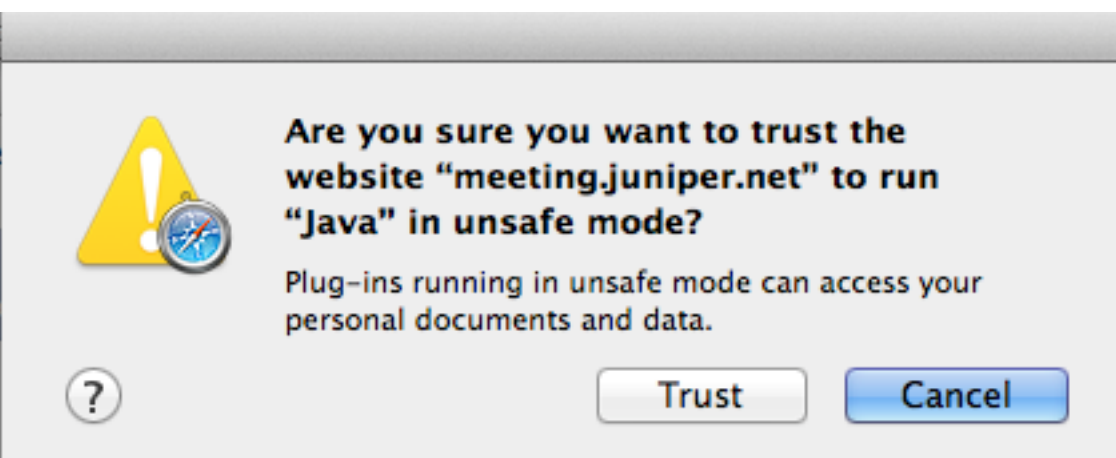
Then click on "Manage Website Settings..."



2. Find the site you are using and set the action to "Run in unsafe mode" by selecting 'Allow Always'.



3. Confirm (trust) the changes to allow to run in unsafe mode:



4. Exit the panel to save the changes.

Further updates on this behavior will be included in this KB article as well as [PR912652](#).

PLEASE NOTE: By running in "unsafe mode" you are allowing Safari to treat plug-ins as it previously did with Safari 6.0 and earlier.

### Purpose:

Interoperability  
Troubleshooting

### Related Links: