Symptom

• When sign in to Connexion in any browser, get a FortiGuard blocked banner covering the top third of the browser. The Connexion tabs are visible but the rest of the screen is blank.

The firewall logs show FortiGuard Application Control blocked SkyVPN from Connexion.

Applies to

• Connexion browser

Resolution

A FortiGuard virus definition update was installed that is blocking JavaScript coming from Connexion (that is why the page below the tabs is blank) and calculating a false positive for an application called SkyVPN.

Until FortiGuard releases a new virus definition that corrects the issue, the FortiGuard administrator will have to set a Browser Application and Web Filter exemption for connexion.oclc.org so Connexion can pass through unimpeded.

Once done, the cataloger can bring up their browser of choice, go to connexion.oclc.org, sign in, perform a search and no more FortiGuard blocked banner.

Additional information

A recent FortiGuard virus definition update is calculating a false positive on JavaScript coming from connexion.oclc.org, calling it SkyVPN, and blocking it.