

Internet Explorer Login Problem

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Background: Internet Explorer has been proven to work very well with ControlByWeb™ products since our first release of WebRelay™ over two years ago. Recently, there have been reports from some users that they can't login to our products using Internet Explorer. Once the problem was reported, we tried to duplicate the issue on all of our Windows machines. We tried all recent versions of Internet Explorer (IE6 and IE7) and both Windows XP and Windows Vista, and we could not duplicate the problem (all of our machines worked great). Finally, we got lucky and were able to duplicate the problem by installing .NET 3.0 onto one of our machines. The problem and some possible solutions are described below.

Problem: Can't log into setup pages in ControlByWeb products using Internet Explorer. Appears that password is incorrect. Pages that are not password protected work fine.

Cause: New .NET 3.0 update from Microsoft changes the HTTP header. All versions of Internet Explorer that don't have .NET 3.0 installed have been tested and proven to work fine.

Possible fixes:

1. Uninstall Microsoft .NET Framework 3.0
 - Open the control panel
 - Select Add or Remove Programs
 - Remove Microsoft .NET Framework 3.0
2. Edit the registry to restore the old HTTP Accept Header before .NET 3.0 was installed
 - From the start menu select Run...
 - Type regedit and press enter.
 - Navigate to:
HKEY_LOCAL_MACHINE
SOFTWARE
Microsoft
Windows
CurrentVersion
Internet Settings
Accepted Documents
 - Delete the following keys

| Name | Data Value |
|-------------|--------------------------------|
| * | application/msword |
| xaml | application/xaml+xml |
| xps | application/vnd.ms-xpsdocument |
| xbap | application/x-ms-xbap |
| application | application/x-ms-application |
3. Use a proxy server to edit the outgoing HTTP Accept header (Proxomitron is used in this example)
 - Download proxomitron from <http://www.proxomitron.info/files/download/ProxN45j.exe>
 - Install proxomitron
 - Click on the button "Headers" underneath "Edit Filters"
 - Click on the button "New" to create a new filter
 - Enter Accept: in the text box underneath "HTTP Header"
 - Enter * in the text box underneath "Header Value Match"
 - Enter */* in the text box underneath "Replacement text"
 - Hit OK button
 - Apply the filter
 - Setup Internet Explorer to use the Proxomitron proxy
 - In Internet Explorer select Tools->Internet Options
 - Under the Connections Tab hit the button "LAN Settings"
 - Underneath "Proxy server" select the radio button
 - In the Address text box enter "localhost"
 - For the port number enter "80"
 - Hit OK and restart Internet Explorer
4. Use any browser other than Internet Explorer (Firefox works very well).