Instructions for Updating Internet Explorer Browsers for ASAP.gov

If you have been experiencing navigation problems in ASAP.gov (i.e., your browser randomly redirects you to the ASAP.gov homepage from the middle of a transaction or you receive "Page Not Found" errors) you will need to download and install a patch for Internet Explorer. Please follow the instructions below to retrieve and install the patch. You may need assistance from your system administrator to complete the download and installation.

## STEP 1

-In Internet Explorer, at the top, click "Help". -Scroll to "About Internet Explorer" & click -You should get a popup that looks like this:

🗿 About Internet Explorer 🛛 🔀
Microsoft* Internet Explorer
Version: 6.0.2800.1106.xpsp1.020828-1920 Cipher Strength: 120-bit Product ID:55274-640-0140196-23607
Update Versions:; Q828750; Based on NCSA Mosaic. NCSA Mosaic(TM); was developed at the National Center for Supercomputing Applications at the University of Illinois at Urbana- Champaign.
Copyright ©1995-2001 Microsoft Corp.       OK         Acknowledgements       OK

Note: The picture above is only to show you the layout. The Update version is an example only – follow the instructions below.

-The first line says "Version". Look at this line. If the first three numbers on this line are 6.0.2, go to STEP 2

-If the first three numbers are not 6.0.2, you do not have to update your browser. If you are experiencing difficulties with ASAP.gov, call the ASAP hotline.

## STEP 2

-Three lines down from "Version" is a line entitled "Update Versions:"

-If this line contains "Q832894", then click "OK" and go to STEP 3

-If this line does not contain" "**Q832894**", you do not have to update your browser. If you are still experiencing difficulties with ASAP.gov, call the ASAP hotline.

#### STEP 3

-In the address field in your browser, cut and past the following URL

http://support.microsoft.com/default.aspx?kbid=831167

-hit enter

### STEP 4

-You should now see a page like this:

831167 - Wininet retries POST requests with a blank header - Microsoft Internet Explorer	
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Nininet retries POST requests with a blank header	
	Comments? _ Provide us with feedback on
eav products that the article applies to.	this article
Important: This article contains information about modifying the registry. Before you modify the registry, make sure to book it up and make sure that you understand how to restore the registry if a problem occurs. For information about how to back up, restore, and with the registry, click the following which number to view the article in the Microsoft Enswiding Base:	Support Centers
200300 Description of the Microsoft Windows Registry	<ul> <li>Internet Explorer.</li> <li>Studi Business Server.</li> </ul>
YMPTONS	
Programs that use Writest functions to past data (such as a user nerve or a password) to a Web server retry the POST request with a blank header if the Web server closes (or resets) the initial connection request	Other Support Options * Contact Microsoft
Nets APOST request has a blank header if its content length is set to Dot is empty.	Phone Numbers, Support Options and Prising, Online
Sometimes, this behavior prevents another resist from occurring and permits authentication to complete. However, you may receive an HTTP SED (Internal server error) Web page if the Web server must have the POST data included when Winnet retries the POST request.	Holp, and inore. * Outcomer Service
For example, when you submit your user name and password to an SSL-secured Web site by using a form on a HTTPS Web page, Microsoft Internet Explorer may not resend this information to the Web server if the initial connection is dowed (or reset).	<ul> <li>For non-technical assistance with product purchases, subscriptions, online services events, training courses,</li> </ul>
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This problem occurs after you apply the B33994 security update (#504-004) or the B21814 hatfix.	* Newsproups
For additional information about these software-updates, click the following article number to view the article in the Microsoft Knowledge Baser	Pose a question to other unars. Discussion groups and
82884 MSOH-004: Cumulative security update for Internet Explorer	Forums about specific
<u>Szilli4</u> Youreselve a "page cannot be displayed" error massage when you post to a site that requires authentication	Microsoft products, technologies, and services.
The 8335H socially update (#50H-00H) and the 821614 hoths change how Winner. diverties POST requests with a blank header when a Web server resets the connection.	Rear Onlines
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For additional information about how to download Microsoft Support files, cick the following article mumber to view the article in the Microsoft Enoviedge Base:	
1999) How to Obtein Microsoft Support files from Online Services	
Microsoft scanned this file for viruses. Microsoft used the most current virus-detection software that was available on the date that the file was posted. The file is stored on security-enhanced servers that help to p the file.	revent any unauthorized changes to
Prorequisitos	
To install this update, you must be running internet Explorer 6 SP1 (version 6.00.2800.1.106) on one of the following versions of Windows:	
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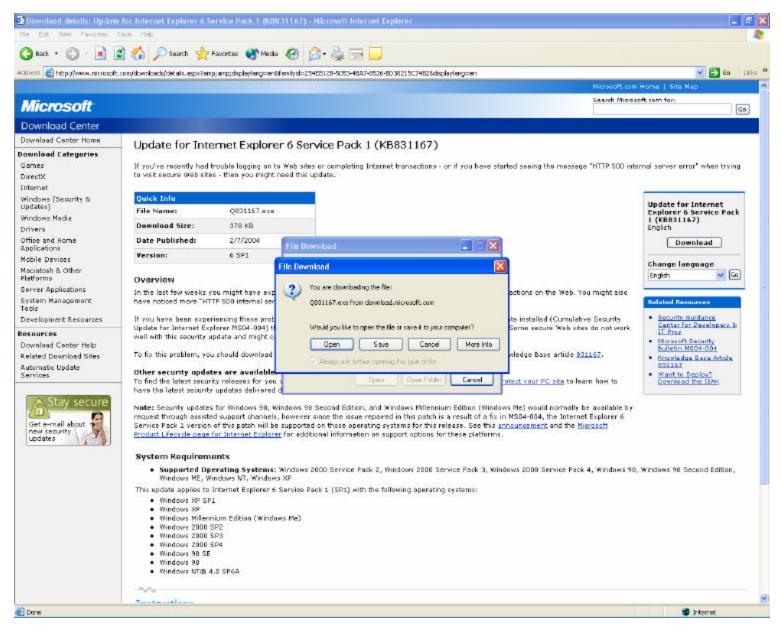
-Under Resolution, click the entry that states: **Download the Q831167.exe** (32-bit) package now.

-You will then get this:

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Automatic by additional information       Other security updates are available:       • Want to Dealw?	slated Download Sites	To fix this problem, yo	u should download and	install the following software. For additional information, see Knowledge Base article <u>831167</u> .	· Encyledge Bace Article		
Start security updates delivered directly to your computer.       Devriced the IEEE         Set e-mail about your be available for Windows 90, W	.tomatic Update	Other security upda	tes are available:				
White: Security updates for Windows 90, Windows 90, Second Edition, and Windows Millennium Edition (Windows Me) would normally be available by security updates for through activated support thannols, however since the issue repaired in this path is a result of a fix in MSO-OOA, the Internet Explorer 6 Service Pack 1 version of this path will be supported on those operating systems for this release. See this annous/comment, and the Microsoft Product Lifecycle pace for Internet Explorer 6         Set or mail about indexes       Supported Operating Systems: Windows 2000 Service Pack 2, Windows 2000 Service Pack 3, Windows 2000 Service Pack 4, Windows 90, Windows 90 Second Edition, Mindows ME, Windows SE, Windows NE, Windows SE, Windows NE, Wister VE, Windows SE, Windows NE		<ul> <li>To find the latest security</li> </ul>					
<ul> <li>Supported Operating Systems: Windows 2000 Service Pack 2, Windows 2000 Service Pack 3, Windows 2000 Service Pack 4, Windows 90, Windows 90 Second Edition, Windows ME, Windows NT, Windows XP</li> <li>This update applies to Internet Explorer 6 Service Pack 1 (SP1) with the following operating systems:         <ul> <li>Windows XP FI</li> <li>Windows XP</li> <li>Windows XP FI</li> <li>Windows 2000 SP2</li> <li>Windows 2000 SP3</li> <li>Windows 98 SE</li> <li>Windows 98 E</li> <li>Windows 98</li> <li>Windows 98</li> </ul> </li> </ul>	Get e-mail about	request through assisted support channels, however since the issue repaired in this patch is a result of a fix in MS04-004, the Internet Explorer 6 Service Pack 1 version of this patch will be supported on those operating systems for this release. See this <u>announcement</u> and the <u>Microsoft</u>					
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-Click the "DOWNLOAD" button that is to the right

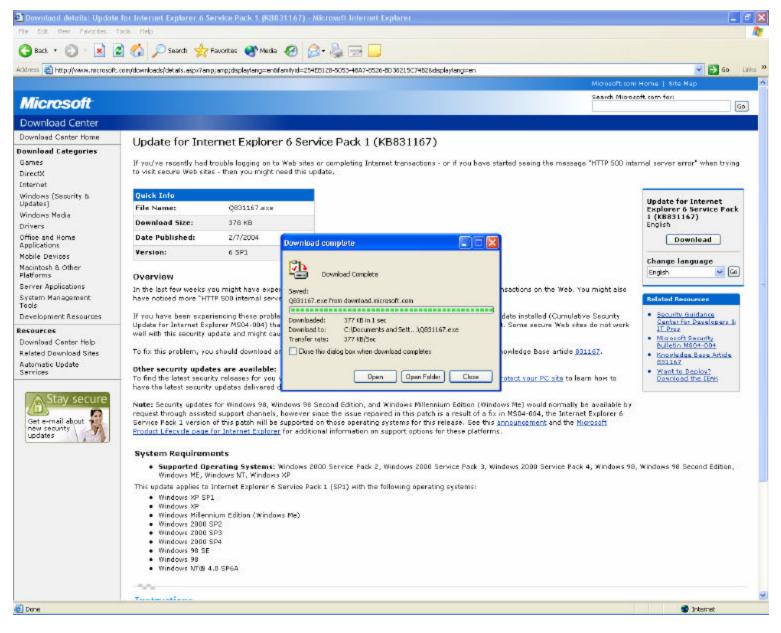
-You will get this:



-Click "SAVE"

-You need to save this file to someplace where you can easily get to it and remember where you saved it.

-After it is saved, you will get this:



### -CLICK "CLOSE"

-Exit out of your browser

-At this time you should NOT have any Internet browsers open

### **STEP 5**

-Go to where you saved the file. The file name is Q831167.exe -Double click the file

-You will get a popup asking you if you want to install this. You will also get a licensing agreement....click OK to all.

-IF YOU GET A POPUP, STATING THAT YOU MUST BE A SYSTEM ADMINISTRATOR IN ORDER TO INSTALL, CONTACT YOUR LAN ADMINISTRATOR OR IT DEPARTMENT. THEY MUST INSTALL IT FOR YOU. -Once installed (it is VERY QUICK), it will tell you that you MUST reboot your machine

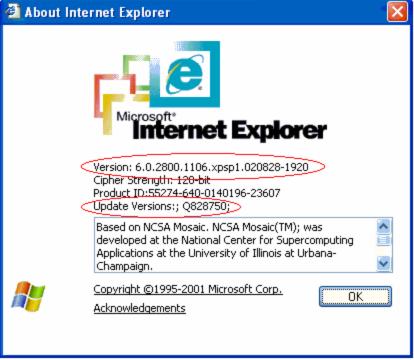
-REBOOT/RESTART your PC

# STEP 6

-Once your machine is restarted, open IE

-Click on help and then scroll down to "About Internet Explorer"





-Under "Update Versions", look for the following: Q831167.

-If it is present, you have successfully updated your browser with the correct fix. -IF IT IS NOT PRESENT, CONTACT YOUR IT HELPDESK OR LAN ADMINISTRATOR and HAVE A LAN ADMINISTRATOR HELP YOU.

YOU ARE NOW READY TO USE ASAP.GOV