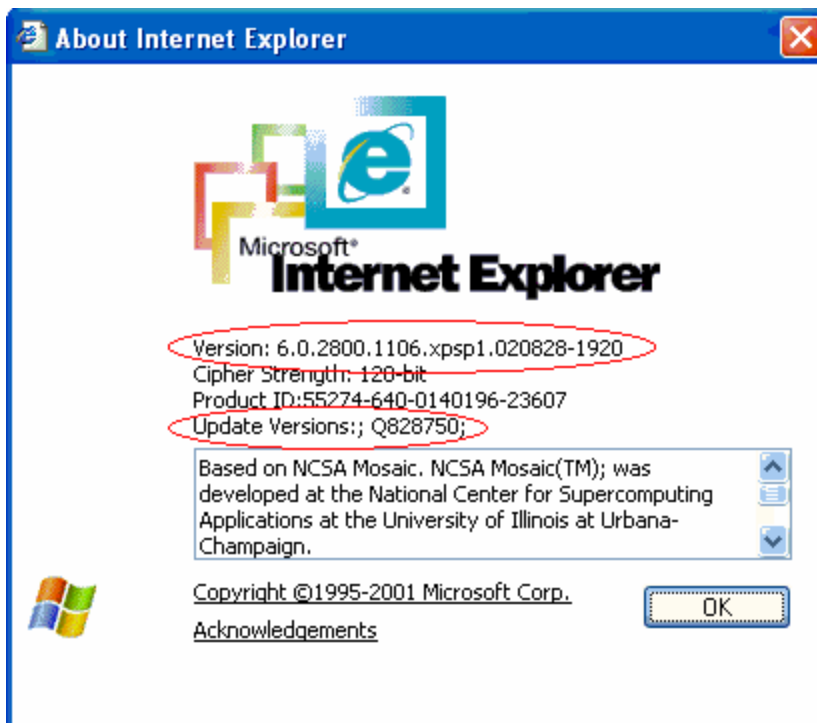


Instructions for Updating Internet Explorer Browsers for ASAP.gov

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:



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

File Edit View Favorites Tools Help

Address <http://support.microsoft.com/default.aspx?scid=831167>

Microsoft United States

Home Search FAQ Downloads News Customer Service

Microsoft Knowledge Base Article - 831167

Wininet retries POST requests with a blank header

[View products that this article applies to.](#)

Important: This article contains information about modifying the registry. Before you modify the registry, make sure to back 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 edit the registry, click the following article number to view the article in the Microsoft Knowledge Base:

[20099](#) Description of the Microsoft Windows Registry

SYMPTOMS

Programs that use Wininet functions to post data (such as a user name 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.

Note: A POST request has a blank header if its content length is set to 0 or is empty.

Sometimes, this behavior prevents another reset from occurring and permits authentication to complete. However, you may receive an HTTP 500 (Internal server error) Web page if the Web server must have the POST data included when Wininet retries the POST request.

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 closed (or reset).

CAUSE

The problem occurs after you apply the 832894 security update (MS04-004) or the 821814 hotfix.

For additional information about these software updates, click the following article number to view the article in the Microsoft Knowledge Base:

[832894](#) MS04-004: Cumulative security update for Internet Explorer

[821814](#) You receive a "page cannot be displayed" error message when you post to a site that requires authentication

The 832894 security update (MS04-004) and the 821814 hotfix change how Wininet.dll retries POST requests with a blank header when a Web server resets the connection.

RESOLUTION

Update information

The following files are available for download from the Microsoft Download Center:

[Download the Q831167.exe \(32-bit\) package now.](#)

[Download the Q831167.exe \(64-bit\) package now.](#)

Release Date: February 12, 2004

For additional information about how to download Microsoft Support files, click the following article number to view the article in the Microsoft Knowledge Base:


[11593](#) How to Obtain 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 prevent any unauthorized changes to the file.

Prerequisites

To install this update, you must be running Internet Explorer 6 SP1 (version 6.00.2800.1106) on one of the following versions of Windows:

Done Internet

-Under Resolution, click the entry that states:  [Download the Q831167.exe \(32-bit\) package now.](#)

-You will then get this:

Download details: Update for Internet Explorer 6 Service Pack 1 (KB831167) - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Print Mail Downloads

Address: http://www.microsoft.com/downloads/details.aspx?familyid=294b1255-5053-4667-8526-bd030215c740&displaylang=en

Microsoft.com Home | Site Map

Search Microsoft.com for:

Microsoft Download Center

Download Center Home

Download Categories

- Games
- Media
- Internet
- Windows (Security & Updates)
- Windows Media
- Drivers
- Office and Home Applications
- Mobile Devices
- Spinoffs & Other Software
- Server Applications
- System Management Tools
- Development Resources

Sources

- Download Center Help
- Related Download Sites
- Automatic Update Services

Stay secure

Get e-mail about new security updates

Update for Internet Explorer 6 Service Pack 1 (KB831167)

If you've recently had trouble logging on to Web sites or completing Internet transactions - or if you have started seeing the message "HTTP 500 internal server error" when trying to visit secure Web sites - then you might need this update.

Quick Info	
File Name:	Q831167.exe
Download Size:	376 KB
Date Published:	2/7/2004
Version:	6 SPL

Overview

In the last few weeks you might have experienced difficulty logging on to secure Web sites or completing transactions on the Web. You might also have noticed more "HTTP 500 internal server error" messages.

If you have been experiencing these problems recently, then your computer might have a recent security update installed (Cumulative Security Update for Internet Explorer MS04-004) that changes how Internet Explorer sends information to the Internet. Some secure Web sites do not work well with this security update and might cause you to experience the problems above.

To fix this problem, you should download and install the following software. For additional information, see Knowledge Base article [831167](#).

Other security updates are available:
To find the latest security releases for you visit [Windows Update](#) and click "Scan for updates." And visit the [Protect your PC site](#) to learn how to have the latest security updates delivered directly to your computer.

Note: Security updates for Windows 95, Windows 98 Second Edition, and Windows Millennium Edition (Windows Me) would normally be available by 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 [announcement](#) and the [Microsoft Product Lifecycle page for Internet Explorer](#) for additional information on support options for these platforms.

System Requirements

- Supported Operating Systems:** Windows 2000 Service Pack 2, Windows 2000 Service Pack 3, Windows 2000 Service Pack 4, Windows 98, Windows 98 Second Edition, Windows ME, Windows NT, Windows XP

This update applies to Internet Explorer 6 Service Pack 1 (SP1) with the following operating systems:

- Windows XP SP1
- Windows XP
- Windows Millennium Edition (Windows Me)
- Windows 2000 SP2
- Windows 2000 SP3
- Windows 2000 SP4
- Windows 98 SE
- Windows 98
- Windows NT® 4.0 SP6A

Update for Internet Explorer 6 Service Pack 1 (KB831167)
English

Change language

English

Related Resources

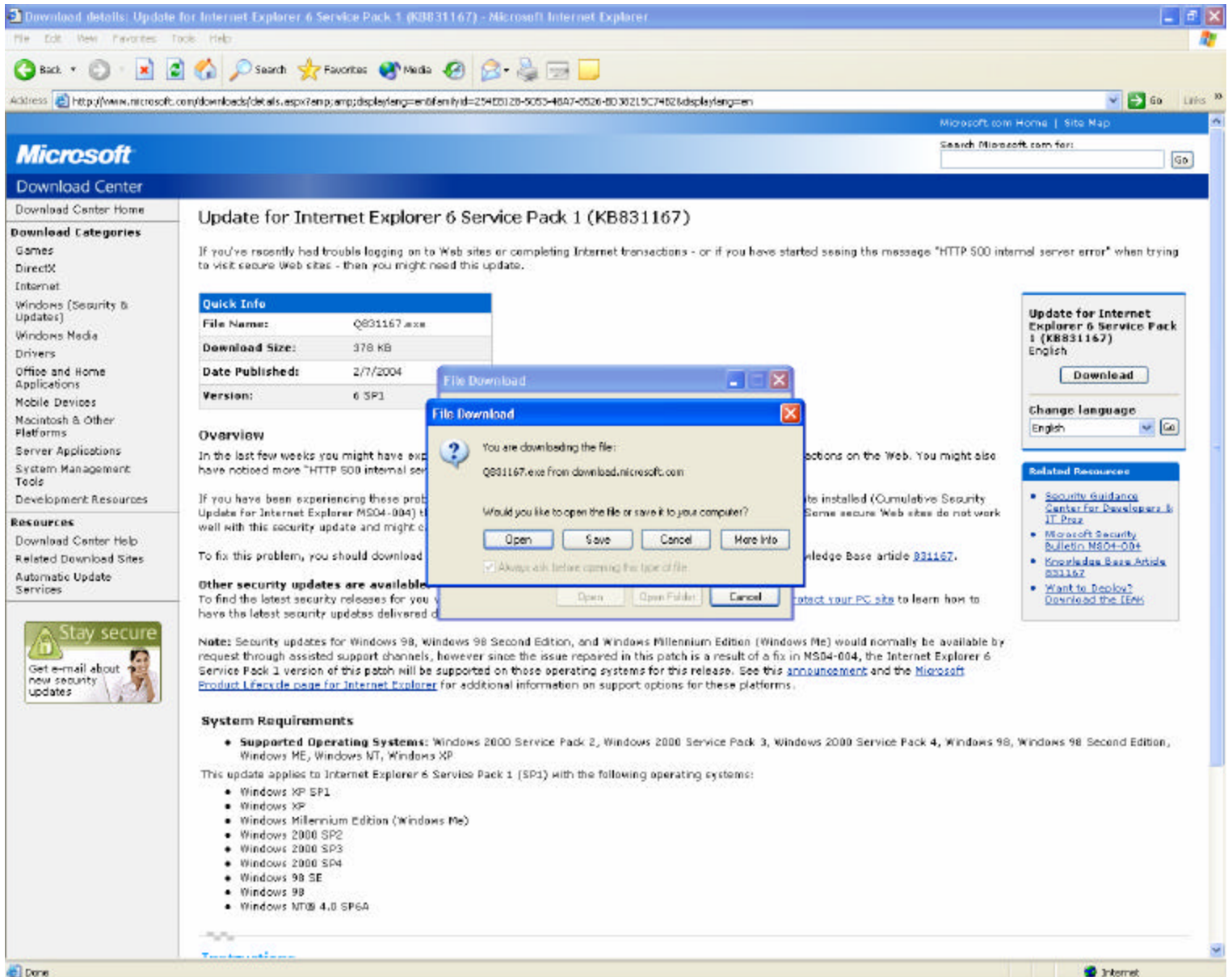
- [Security Bulletin Center for Developers & IT Pros](#)
- [Microsoft Security Bulletin MS04-004](#)
- [Knowledge Base Article 831167](#)
- [Want to Deploy? Download the IFAW](#)

Internet

(3 items remaining) Downloading picture http://ic.microsoft.com/trans_pixel.asp?source=www&TYPE=FW&pic=downloads/details.asp/Disp

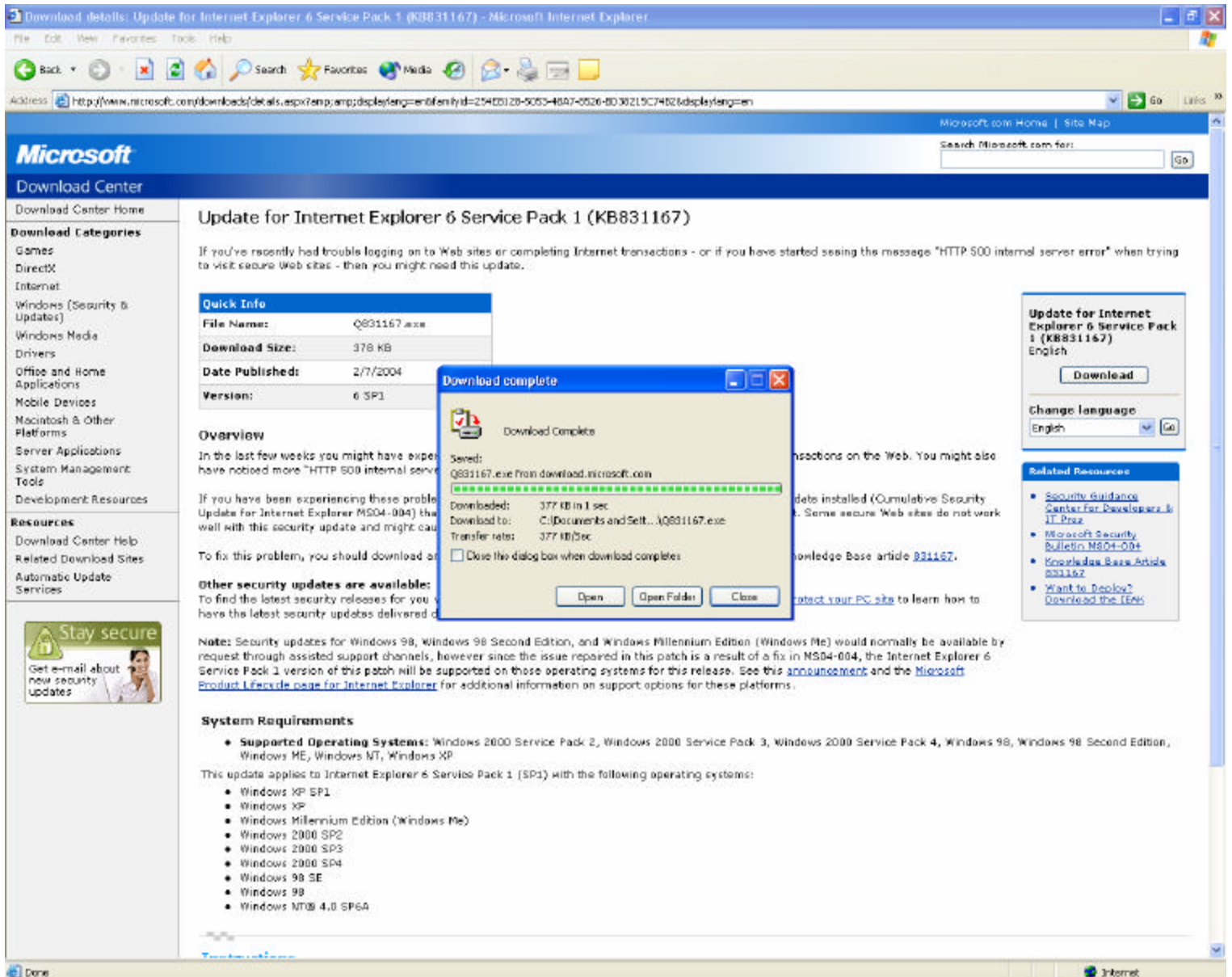
-Click the "DOWNLOAD" button that is to the right

-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

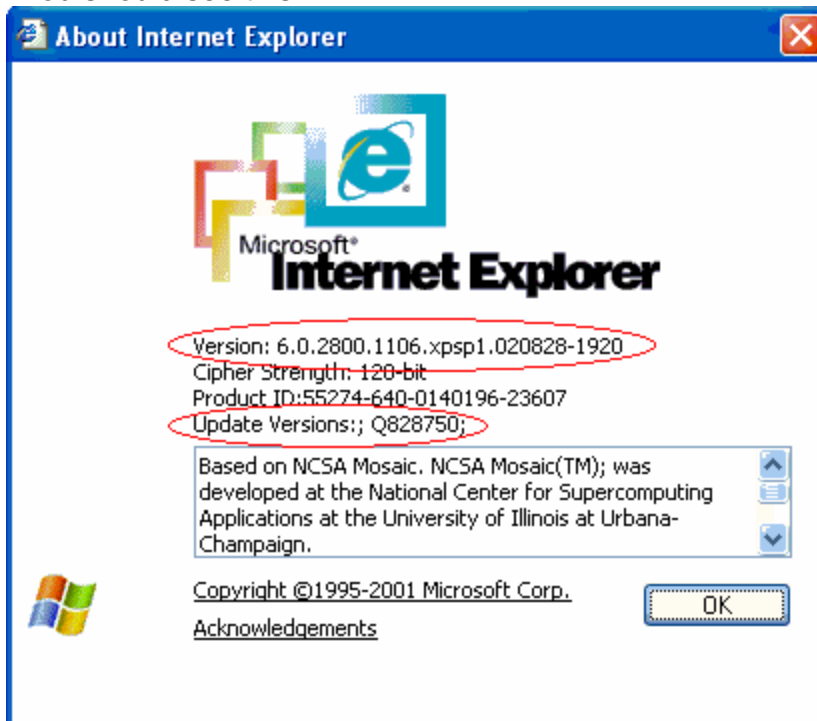
-At this time you should NOT have any Internet browsers open

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"
- You should see this:



- 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