

# TECH TIPS EXTRA



## INSIDE THIS ISSUE:

### Microsoft IE Fix

1

Microsoft "Bug" causes problems  
with Hudson reservation process.

## The Hudson Group

28 State Street  
Suite 1100  
Boston, Massachusetts 02109  
T: 617.499.1959  
Support@HudsonLtd.com

TechTips is edited by:  
R. Lyndon Burnham, Jr.  
Tech Support &  
Systems Engineering

## DEBUGGING YOUR END-CUSTOMER BROWSING ERRORS

Many people use Microsoft's popular Internet Explorer (IE) web browser to use and surf the internet. It comes preinstalled and configured with many OEM computer packages and is by default the browser that comes with any Microsoft Windows operating system.

IE is frequently being enhanced and modified by Microsoft to improve its performance. These enhancements are made available to end users in the form of updates. Updates to IE can be done online either automatically or manually via the Microsoft web site.

Most updates released by Microsoft are security patches designed to ensure that hackers and others cannot gain access to your computer, your files, or personal information by coming in through your outbound internet connection.

In early 2004, Microsoft released an update to Internet Explorer (IE) which has resulted in some of your clients seeing erratic behavior on Hudson-hosted web reservation sites. An example of this erratic behavior includes a client in the middle of an online reservation being suddenly redirected back to the beginning of the online reservation process. Others may see an HTTP 500 (Internal

server error) message—and the user must back up to continue.

Other Hudson Clients have experienced similar erratic behavior while logging into the online

**Very Important...** remove the "s" in any <https://> hyperlinks on your company website that directs clients to Hudson servers!

Reservation Utilities pages to modify General Configuration items, Airport Configuration, Service Configuration, and other items. The result is that after clicking to update or modify changes, you are redirected back to the main Utility Menu.

### **For your Clients:**

If you have clients who contact you and report erratic behavior with your online reservation system, such as that described above, you should begin by asking if they use IE to browse the internet and place their reservations online. When they say "Yes," you should explain that Microsoft had a bug in a recent Internet Explorer update. You should suggest they get the most current update for their version of Internet Explorer: Start IE, then Select Tools \ Windows Update.

### **For You:**

- 1) Follow the directions in the paragraph listed above if you use IE as your primary internet browser.
- 2) Consider using a different Internet Browser. Hudson online products are designed, tested and approved to work with several other internet browsers as well (ex: Opera, Mozilla).

**Very Important:** Any hyperlinks you have on your company website(s) which redirect clients to Hudson servers or portals for online reservations, should be checked and modified if necessary. If the hyperlink begins <https://>, the "s" should be removed so that the new hyperlink begins with <http://>. This will not affect the security of any online transactions. Removing this "s" will allow Hudson rather than IE to initiate the secure mode of the reservation process.

If your clients report online reservation errors which are not corrected with the steps listed above, please ask for their current browser version number and Operating System (98, XP, etc) before reporting the problem to Hudson Tech Support.

Technical information as well as solutions to this issue, can be found online: <http://support.microsoft.com/?scid=kb;en-us;831167>