

# Tech Insight



## GoldMine 6.0 and Microsoft® Internet Explorer Cumulative Patch (810847)

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**FrontRange recommends consulting a GoldMine Certified Solutions Partner when building a server and planning an implementation.**

Following is important information regarding Internet Explorer Cumulative Patch (810847).

### Overview:

GoldMine Business Contact Manager/GoldMine Corporate Edition (GoldMine 6.0) relies on Microsoft Internet Explorer 6.0 (IE 6.0) for key e-mail client capabilities, such as composing HTML-based e-mail messages.

Microsoft® released Internet Explorer Cumulative Patch 810847 on February 5, 2003. If users have not already installed this patch, FrontRange Solutions suggests that they do not install it at this time.

GoldMine may encounter errors or close down unexpectedly when creating HTML-based e-mail messages on systems where users have downloaded and installed Internet Explorer Cumulative Patch (810847). Users may encounter Invalid Page Fault GPF's (IPF) errors from the file `MSHTML.DLL`, when creating HTML e-mail in GoldMine 6.0 and possibly other applications, such as Outlook Express and Novell GroupWise, as this is an Internet Explorer issue.

To determine whether users have installed Internet Explorer Cumulative Patch 810847:

1. Select **Start>>Search>>For Files or Folders**.
2. In the **Search for files or folders named:** field, type `MSHTML.DLL` and click **Search Now**.
3. Once found, right-click on the `MSHTML.DLL` file and choose **Properties**.
4. Note the **Created** and **Modified** date on the **General** tab.
5. Select the **Version** tab and note the **File Version** value.

If the file is dated **December 12, 2002** and the file version is **6.0.2800.1141**, the patch has been installed on the system, and users could experience difficulties in GoldMine or other applications when working with HTML e-mail. Users will need to restore a previous version of the `MSHTML.DLL`<sup>1</sup> file and other interdependent files to prevent the IPF errors.

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<sup>1</sup> For Windows 2000 systems, version 6.0.2800.1106, dated August 29, 2002 is known to correct the issue. For Windows XP systems, version 6.0.2505, dated June 27, 2001, is known to correct the issue.

To restore the files affected by IE Cumulative Patch 810847:

1. Locate another computer (**Computer B**) using the same operating system as the affected computer (**Computer A**) -- that does not have Cumulative Patch 810847 installed.
2. Copy the following files from **Computer B** to the **Desktop** on **Computer A**. Do not overwrite the existing copies of the files on **Computer A** yet..
  - MSHTML.DLL
  - URLMON.DLL
  - SHDOCVW.DLL
3. Identify all the locations containing the MSHTML.DLL file on **Computer A**, usually Windows\System (or Winnt\System32)<sup>2</sup>. Write all the locations down.
4. Restart **Computer A** and boot it to **Safe Mode**.
5. Copy the files listed in **Step 2** from the **Desktop** on **Computer A** to all the folders identified as containing the MSHTML.DLL file in **Step 3**. Click **Yes** when prompted to overwrite existing files<sup>3</sup>.

Restart **Computer A** and check the date and version of the MSHTML.DLL file to confirm the process was successful.

### Additional Notes:

- Some GoldMine users have reported that simply replacing the MSHTML.DLL file has corrected the problem. However, FrontRange Solutions recommends that all three referenced files be replaced.
- Some GoldMine users have reported that copying text from **Notepad** to the GoldMine e-mail editor has allowed them to circumvent the problem on systems using the problematic version of the MSHTML.DLL. If you are unable to revert to previous versions of the file and are experiencing IPF errors when composing e-mail messages, try composing the message in **Notepad**, then copying it from **Notepad** to GoldMine. This technique can also be used if you need to include text from documents or a web page. Copy the necessary text, paste it to **Notepad**, copy it to your clipboard again from **Notepad**, then paste to GoldMine.
- Some GoldMine users have reported that disabling HTML for e-mail messages has allowed them to circumvent the issue as well. Users can turn off HTML by selecting the **Options** tab on the e-mail compose window (3<sup>rd</sup> tab down) and un-checking **Rich text (HTML)**.

**Caution:** FrontRange Solutions Inc. provides these instructions for informational purposes only. Users implementing these instructions do so with the understanding that reverting to older versions of MSHTML.DLL, or other files, may leave their system vulnerable to security holes and other issues Cumulative Patch 810847 addresses. FrontRange Solutions Inc. is not responsible for damage that may result on the users system as a result of reverting to older versions of system files.

<sup>2</sup> On many systems, the files will also exist in the **DLLcache** folder.

<sup>3</sup> If you are unable to overwrite the files while in **Safe Mode**, reboot your system to **Command Prompt Only** mode or **Safe Mode with Command Prompt** mode (depending on Operating System used).