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Service Technician Instruction ST – 061

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DIA.NE WIN Update to solve compatibility problems with the Internet Explorer due to modifications of Microsoft

General:

Microsoft has changed the handling of directly embedded objects (also ActiveX controls) because of a patent lawsuit with the Company Eola (see <http://msdn.microsoft.com/ieupdate/>). Incompatibility of Microsoft Internet Explorer and DIA.NE WIN because of the modification and the performance problem was the effect. After connecting to DIA.NE WIN the Internet Explorer does not react anymore because of 100% CPU usage rate. The modifications are distributed by Microsoft via various updates (patches). Microsoft can not provide a solution till now and therefore we have implemented a workaround for the DIA.NE WIN 1.0.21, 1.1.4 and 2.1.4. For existing DIA.NE WIN systems an update tool is available. This Service Technician Instruction will describe the procedure to carry out the update.

Affected:

The problem appears on clients with the operation system Windows XP and the updates KB912812, KB912945, KB916281, KB918899. Microsoft will include the modification for all future versions of their operation systems. Therefore the following versions of DIA.NE WIN servers have to be updated.

DIA.NE WIN 1.0.8 to 1.0.20

DIA.NE WIN 1.1.0 to 1.1.3

DIA.NE WIN 2.1.0 to 2.1.3

The update of versions older than 1.0.8 requires a change of the hard disc. Future versions of DIA.NE WIN will already include the workaround (update).

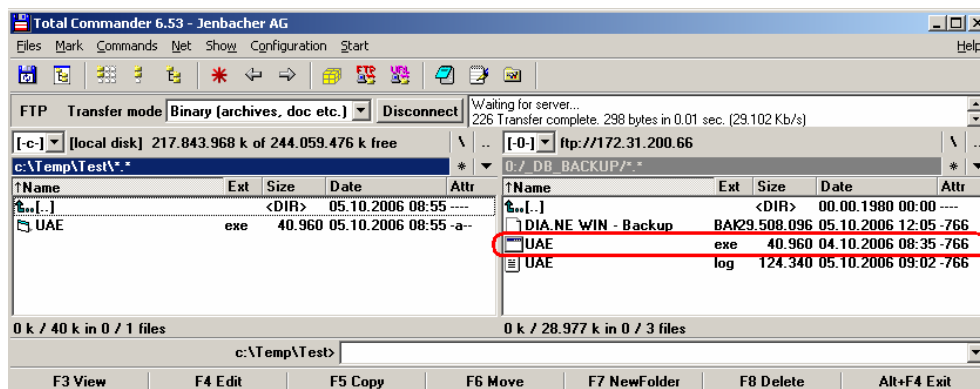
The problem is influencing only the client and does not influence the server functions (historical data).

Description:

Step 1: download the program UAE.exe (UpdateActiveXEmbedding)

Free download: <http://www.jenbacher.com/dianewin/Download.htm>

Step 2: copy the program UAE.exe to the DIA.NE WIN Server



Use FTP to copy the program UAE.exe to the DIA.NE WIN Server. Therefore use for example Total Commander. The program UAE.exe can be transferred to any directory (read/write permission required). For example use the directory "c:\dianewin\db\backup". This directory appears with FTP for the user group "Service" and "customer" as [_DB_BACKUP].

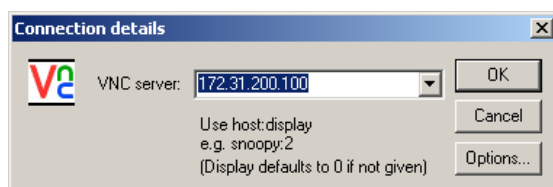
FTP access for the user group "customer":

username: "customer"

password: "gejenbacher"

Step 3: Run the program "UAE.exe"

Run the program UAE.exe on the DIA.NE WIN Server. Use the program VNC Viewer to have access to the WIN Server. Open the program VNC Viewer and enter the IP address and the password "RemoteOP".

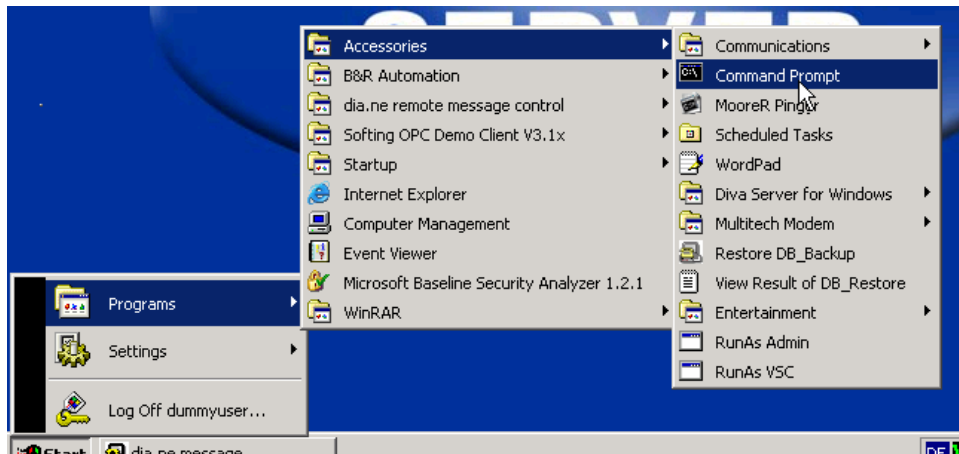


Tip:

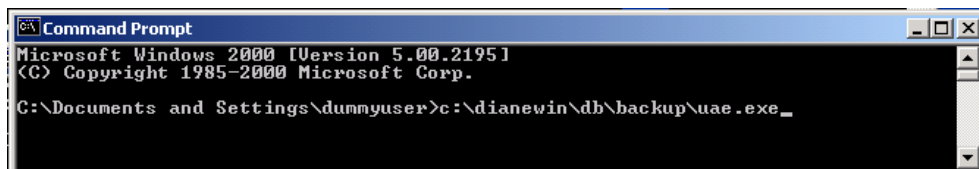
Free download of the program VNC Viewer (vnc_viewer.exe) via <http://www.jenbacher.com/dianewin/Download.htm>

Save the program to your hard disc and run it afterwards or open it directly via the file download dialog.

Open "Command Prompt"



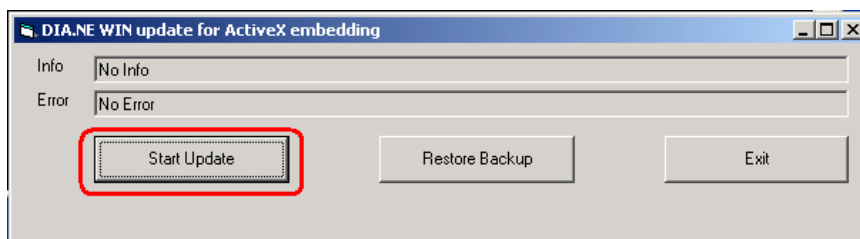
Enter "**c:\dianewin\db\backup\uae.exe**" to run the program UAE.exe



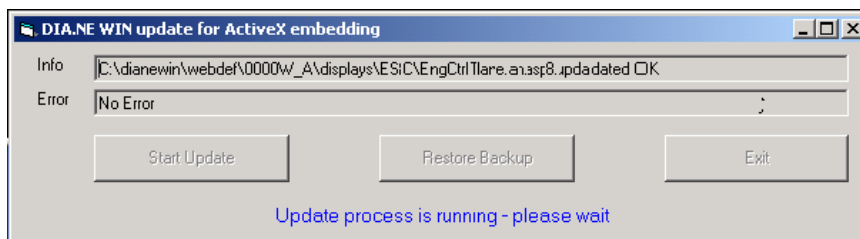
Step 4: Start the update procedure with the program UAE.exe

Tip: The DIA.NE WIN is not available during update. Open connection to clients will end and have to be restarted (Internet Explorer) when the update is completed.

Click "Start Update" to run the update

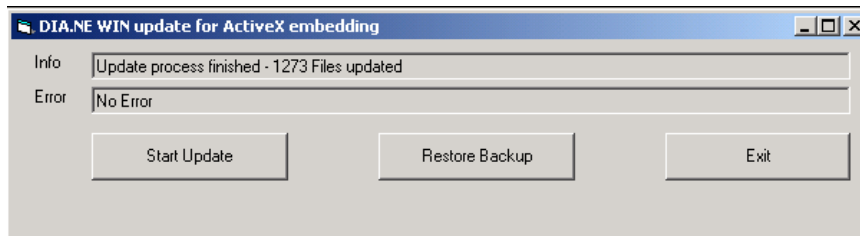


Wait until the update procedure is complete (4 to 5 minutes).



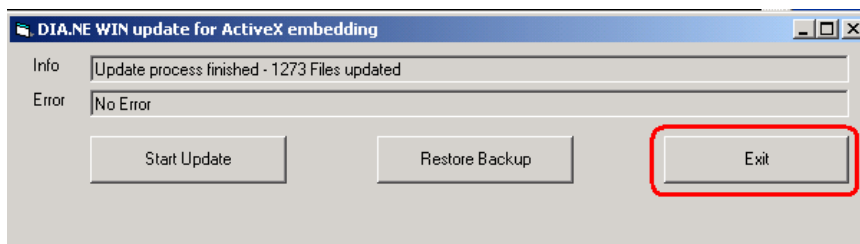
After the update procedure is completed the number of changed files is shown. The number of changed files can vary and is depending on site specific adjustments. Most important is that no errors are counted.

If no files are changed "0 Files updated" and no error are counted the update was already carried out or the DIA.NE WIN version does not require an update.



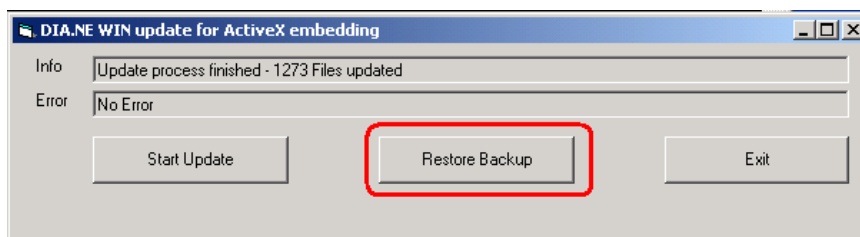
Step 5: Close the program

Close the program UAE.exe and end the VNC session after you have carried out the update.



Restore Backup – only in case of problems!

A backup of affected files is automatically created on the DIA.NE WIN server before an update is carried out. In case of any problem because of the update the original condition can be re-established. Please contact the GE Jenbacher Competence Center (telephone +43 5244 600 2000) in case of problems.



Logfile "UAE.log" – for your information!

All actions and upcoming failures are displayed and saved into a log file (UAE.log) during the update is carried out. Please check the log file or forward it to the GE Jenbacher Competence Center (telephone +43 5244 600 2000) if problems or error appear. You will find the log file in same directory in which the program UAE.exe was carried out. For accessing the log file you have to close UAE.exe first. The log file will be overwritten each time the program UAE.exe is started.

