

This document contains information on patching Internet Explorer for Windows 7/8 to automatically recover a computer using the eBookingOnline service after a failure with the Internet, typically the communal PC used within a club.

One of the differences between standard privilege users (0) and all others is that they never log out and refresh the screen every few minutes. This is essential for computers that are shared such as the club's lobby computer used by its members as they need to be fixed and locked down.

However if the local Internet connection is reset or temporarily unavailable, for example the broadband is down but the local broadband router is up, then the local PC will try and reach the eBookingonline.net servers and fail. It is the standard behaviour of Internet Explorer to display an Error Page at this point. This error page though has no way of recovering when the Internet is available again and in most if not all cases requires intervention by the administrator to reboot the PC and re-login again.

At eBookingOnline we have written a patch to this Error Page so that it will continually retry to connect to the eBooking Service and automatically recover once the broadband is back up again. It should though be noted that automatic recovery is only guaranteed for around 20 minutes of downtime, after this the user will be redirected to re-login. To overcome this it is also imperative that the club PC is logged on with the **remember me** checkbox clicked so that when the system does recover it is automatically logged back on again. If you have more than one club PC please use separate login ID's for each PC.

To obtain this patch first email the existing IE file to support@ebookingonline.net with your club ID. (This is the number at the end of the URL to reach your booking system). Please also set the subject to IE PATCH REQUEST. The location of this IE file (ieframe.dll.mui) can vary depending on your language selected but is typically found at:

```
c:\windows\system32\en-GB\ieframe.dll.mui
or
c:\windows\system32\en-US\ieframe.dll.mui
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Support will then modify your file to incorporate the patch and email it back to you. To install the patched file follow the instructions below dependent on your version of Windows. For both Windows 7 and Windows 8 this file is locked down and can only be updated by logging on as a user with administrator rights. The following process modifies the security of this file allowing it to be replaced.

Windows 7

1. Login into the system as a user with Administrative Rights.
2. If you automatically start up IE Kiosk mode then temporarily disable it by removing or renaming IE from the start-up folder. Exit all applications and reboot the system, it is essential that IE is not run at all for the update to take place.
3. Navigate to the existing ieframe.dll.mui file and Right click on ieframe.dll.mui, selecting properties
4. Select the Security Tab at the top of the dialogue box
5. Click Advanced button
6. Click the OWNER tab at the top of the dialogue box
7. Click EDIT
8. Change the owner to the group Administrators by selecting Administrators Group in the displayed list of users and click APPLY
9. Click OK on the message box and then click OK three more times to close ALL properties boxes.
10. Repeat steps 1 to 3
11. Click Change Permissions
12. Select the group Administrators and click edit
13. Click the "FULL control" "Allow" check box at the top of the permissions list
14. Click OK to confirm and close all dialogue boxes.
15. Using explorer or the command line, copy the replacement ieframe.dll.mui to the same folder as ieframe.dll.mui.new
16. Rename ieframe.dll.mui to ieframe.dll.mui.org
17. Rename ieframe.dll.mui.new to ieframe.dll.mui
18. Restore the Start-Up configuration in the start-up folder
19. Reboot the system.

Windows 8

1. Login into the system as a user with Administrative Rights.
2. If you automatically start up IE Kiosk mode then temporarily disable it by removing or renaming IE from the start-up folder. Exit all applications and reboot the system, it is essential that IE is not run at all for the update to take place.
3. Navigate to ieframe.dll.mui and Right click on ieframe.dll.mui, selecting properties
4. Select the Security Tab at the top of the dialogue box
5. Click Advanced button
6. Click the CHANGE link next to the Owner at the top of the dialogue box
7. Change the owner to the group Administrators by typing 'Administrators' into the object name box and click check names
8. If the name is accepted it will be underlined.

9. Click OK on the message box and then click OK two more times to close ALL properties boxes.
10. Repeat steps 1 to 3
11. Click Change Permissions
12. Select the group Administrators from the Principal column and click edit
13. Click the "FULL control" check box at the top of the permissions list
14. Click OK to confirm and close all dialogue boxes.
15. Using explorer or the command line, copy the replacement iframe.dll.mui to the same folder as iframe.dll.mui.new
16. Rename iframe.dll.mui to iframe.dll.mui.org
17. Rename iframe.dll.mui.new to iframe.dll.mui
18. Restore the Start-Up configuration in the start-up folder
19. Reboot the system.

Testing

To test the patch the following process can be used.

1. Ensure that the PC is operating as normal and is logged on with the *remember me* option and is a user id with Privilege level 1 or above.
2. Disconnect the broadband router from the phone line.
3. Wait for IE to refresh the club PC, this may take up to 10 minutes. After which the new custom error page should be loaded. You can either wait or click on the new Re-TRY now button.
4. Re-connect the broadband router to the phone line
5. Wait for 5 minutes and confirm that the PC reloads back into the eBookingOnline.net system.

For information on setting up a Club PC for Windows 7/8 please visit the Support Pages at <http://ebookingonline.net/support.html> and review Tech Note 5 **Club PC Setup Guide for Windows 7 /8**