



Radford Control Systems
Technical Bulletin

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Description : Registry fix for IE8

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Product : SM1000-0B IP Gateway Software Ver 1.7

**Details : The Microsoft browser IE8 is not compatible with the SM1000-0B,
IE8 is able to connect to the RCS IP Gateway.**

A screenshot of the RCS IP Gateway login page. The page has a blue background with the text 'RCS IP Gateway' in white at the top right. Below this, there is a 'Login' section with a 'Password' label and a text input field containing five dots. An 'Enter' button is located below the input field.

Entering the password and clicking the enter key just refreshes the page.

A screenshot of the RCS IP Gateway login page, identical to the previous one, but the password input field is now empty.

Cause

IE8 unlike IE7 does not (by default) append a carriage return character and linefeed character (CRLF) to the end of the message sent to the RCS IP Gateway; the RCS IP Gateway software requires these to be present and so the attempt to login fails.

Solution

- 1. Uninstall IE8, thus reverting to the previous Browser version (IE7 or before)**
- 2. Add the dword SendExtraCRLF to the registry to force IE8 to return a carriage return character and linefeed character.**

Windows XP & Vista

Windows Registry Editor Version 5.00

```
[HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Internet  
Settings]  
"SendExtraCRLF"=dword:00000001
```

The registry editor should be used with caution, and any changes made only after a full export of the registry has been performed.

If using Vista, create a restore point before editing the Registry.

Forcing IE8 to return a carriage return character and linefeed character may have an impact on the behavior of other web pages that the browser encounters.