

Portal login errors: "Error on page" --and-- "Object doesn't support this property or method" --and-- "The server returned an invalid XML response"

Description:

When I try to log into the Lawson Portal, I get the JavaScript error "**Error on page**" or "**The server returned an invalid XML response,**" and the resulting JavaScript error details read "**Object doesn't support his property or method**" or

Line: 93

Char: 3

Error 'oHttp' is undefined

Code: 0

How do I resolve this error?

Resolution:

This Portal login issue usually occurs after a Microsoft Security Update has been applied. Microsoft has issued a patch for MSXML 4.0 SP2 to resolve this issue. You can download the fix from Microsoft's web site at <http://support.microsoft.com/default.aspx?scid=kb:en-us:887606>. Lawson recommends using the following patch process to resolve this issue:

1. Install MSXML 4.0 SP2 by launching the **msxml.msi** file at the bottom of the page (this step is only required if MSXML 4.0 SP2 is not installed):
<http://www.microsoft.com/downloads/details.aspx?FamilyID=3144b72b-b4f2-46da-b4b6-c5d7485f2b42&DisplayLang=en>.
2. Install the Critical Update for MSXML 4.0 Service Pack 2 (887606):
<http://support.microsoft.com/default.aspx?scid=kb:en-us:887606>
3. If you are still having the issue, follow the steps below to check the version of msxml4.dll to verify that it was updated by the Hotfix:
 1. In Windows Explorer, navigate to **C:\windows\system32**.
 2. Do a search for **msxml4.dll**.
 3. **Right-click** on the msxml4.dll file and choose **Properties**.
 4. Click the **Version** tab.
 5. Verify the version of msxml4.dll using the table below:

Product	Version of msxml4.dll
MSXML 4.0 SP2 (base)	4.20.9818.0
MSXML 4.0 SP2 plus Hotfix 832414	4.20.9821.0
MSXML 4.0 SP2 plus Hotfix 887606	4.20.9828.0

4. If you are still having the issue after verifying that the version was updated, reboot the PC.
5. If you are still having the issue after rebooting the PC, install the MS05-054 Cumulative security update for Internet Explorer: <http://support.microsoft.com/kb/905915/en-us>

Notes:

1. There have been reports that this error may be caused by spyware/adware. Lawson recommends running a spyware/adware utility to remove any spyware on the PC in question.
2. There have also been reports that this error may be caused by McAfee software installed on the web server. Try uninstalling it and attempt to duplicate your issue again.
3. If you are using 3rd party software to 'push' updates to your users PC's and you believe this patch is installed on the PC but the user still has this error; Then go to the user's PC and install the patch manually.

Additional Information:

A note to Lawson clients: please review the following information with your IT/IS staff.

Microsoft Patch Deployment Considerations:

- *Upgrading Internet Explorer (IE) 5.5 clients to IE 6.x*
This affectively reverts the client machine back to MSXML 3.x. When Internet Explorer security updates are applied they will re-introduce the problem corrected by the MSXML hotfix 887606.

- *Deploying third-party applications that include an MSXML Parser*

This will revert the client machine back to whatever version of the MSXML parser is bundled with the respective application.

Solution:

Bundle MSXML 4.0 SP2 + MSXML Hotfix 887606 with the upgrade to IE 6.x and/or other third-party applications. This solution applies to any client that is deploying an application (through upgrades or otherwise) that include MSXML parsers.

Keywords:

832414 is superceded by 887606

object does not support, object doesn't, this property or method, portal login, portal, microsoft, 2/24/2004, Java Script, edits, gscweb, oHttp, undefined, lawson portal log in edits, error message, service pack 2, sp 2, ms 3rd party ie upgrade hot fix, invalid xml response, edits, errors, log in to, login, hot fix, moa, addins, add-ins, msmxl4 msmxl4.0 msxml msxml msmxl mxmssl

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