

Mac OS Internet Customer Help Sheet No.12

“Installing Microsoft Internet Explorer”

This document has some hints and tips for installing Microsoft Internet Explorer (IE).

INSTALLING MICROSOFT INTERNET EXPLORER 4.5

Installing Microsoft Internet Explorer 4.5 is very simple. Whether you have obtained the software from the internet or on a CD-ROM you will have a “Microsoft Internet 4.5.smi” file. This is an Apple Disk Copy “Self Mounting Image” and to install the software follow these simple steps:

Check: If you are using Mac OS 8.5.x or later and wish to have the enhanced Sherlock features of Internet Explorer 4.5 make sure that the “Sherlock” application is located in the default installation location which is Hard Disk > System Folder > Apple Menu Items folder. If Sherlock is not in this location then IE 4.5 will not install its enhanced features.

Step 1: Double click on the “Microsoft Internet 4.5.smi” icon. The ‘self mounting image’ should verify. If this verification fails the image may be corrupted and you might need to download the image again or obtain another CD.

Step 2: You will get the license agreement window (see right). You are advised to read this license before clicking on the “Accept” button.



Step 3: Double click on the mounted “Microsoft Internet 4.5” volume icon (on the right hand side of your screen) and you will see a window similar to the one on the right.

Note: *If you are reinstalling Internet Explorer 4.5 double click on the “IMPORTANT” text file and follow the instructions detailed in that file before proceeding.*



Step 4: To install IE 4.5 simply drag the “Microsoft Internet 4.5” or “Internet Explorer 4.5” folder from this window to your hard disk icon (make sure the hard disk icon goes dark before your let go of the mouse button). This will copy the software to your hard disk.

Step 5: The final step to installation is to launch (run) IE 4.5 from your hard disk. Double click on your hard disk icon, then double click on the “Microsoft Internet 4.5” or the “Internet Explorer 4.5” folder and then double click on the “Internet Explorer 4.5” icon. This will force a “first run” installation and Internet Explorer will install itself and start running.

Note: If you get any messages at this point, about files already being installed (likely if you have Microsoft Office 98 or previous versions of Internet Explorer installed) then when it asks you whether to install the “older” or “newer” versions always select “newer”.

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INSTALLING OLDER VERSIONS OF INTERNET EXPLORER

Microsoft recommends only installing older versions of Internet Explorer from an original installer. Just dragging the application from one volume to another will not work correctly. Always use an installer. Only the latest version of Internet Explorer is available from Microsoft. For older versions you may need to look to old magazine CD-ROMs or internet shareware archives.

Internet Explorer installers prior to IE 4.5 come in a variety of different versions. Here is some information on the different installers that were available for IE:

- 68K** This installer will *only* install a 68K version of the software. You should only install this version if you have a 68000 series processor based Macintosh.
- PPC** This installer will *only* install a PowerPC version of the software. You should only install this version if you have a PowerPC based Macintosh.
- FAT** This installer will install the *relevant* version of Internet Explorer for the type of Macintosh you are using (68K or PowerPC based – it doesn’t matter). It will also allow you to ‘custom’ install a “Fat” version. This is a version that will run on *both* a 68K *and* a PowerPC based Macintosh. This is useful if you use an external volume (such as an additional hard drive) that is swapped between both types of Macintosh.
- FULL** This installer will install IE and *all* its relevant extra components. The ‘full’ installer for IE 3.01 is also a ‘fat’ installer.*
- MINIMAL** This installer only installs Internet Explorer on its own but does include Jscript and ActiveX support plus the WingDings font and the Internet Config utility.*
- RECOMMENDED** This installer is for IE 4.x only and will install the standard components of IE.*
- WITH IMN** This installer only installs Internet Explorer and Internet Mail And News.*
- JAVA** This installer only installs Internet Explorer’s JAVA virtual machine support. It is an extra component and more can be read about it in Internet Help Sheet 13 “IE Extras”.

**see table in the Frequently Asked Questions (FAQ) section at the end of the document.*

The following are the four main steps to installing Internet Explorer. If you have problems installing the software see the FAQ section.

Step 1: Double click on the installer’s icon. You will get the license agreement window (see right). You are advised to read this license before clicking on the “Accept” button.

Note: Options are available at this point to print the license agreement and/or save it as a text file.



Step 2: You will now get the main installation screen (see below). Make sure the disk selected in the bottom left hand corner is the correct disk for the software to be installed too.

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Note: At this point the pop up menu in the top left is set to “Easy Install”. This can usually be changed to “Custom” or “Remove”. The ‘custom’ option allows you to choose which components are installed whereas ‘remove’ will remove the basic applications (see FAQ).

Step 3: When you are ready click on the “Install” button in the bottom right hand corner and follow the on screen instructions.

Step 4: When IE has finished installing you should restart your Macintosh.

Note: If you have installed Microsoft Internet Explorer 4.01 you are now recommended to install the “Internet Explorer 4.01 Updater”. If you have installed Microsoft Internet Explorer 3.01 you are now recommended to install the “IE 3.01r5 Updater”.

FREQUENTLY ASKED QUESTIONS

Q. Which version of Microsoft Internet Explorer should I install/use?

A. Basically it will depend on what specification of Apple Macintosh computer you have. If your computer has a PowerPC processor you are recommended to install and use Internet Explorer 4.5. If your computer has a 68030 or 68040 processor then you are recommended to use Internet Explorer 3.01 or 4.01 (note that many web sites now have web pages that can only be viewed properly using IE 4.01 and IE 3.01 is *not* Year 2000 compliant). If you have a slower processor (68000 or 68020) then you could use IE 2.1 or IE 3.01. However, in both cases it is going to be difficult to obtain the installers for these versions of Internet Explorer and you should also note that both of these products are *not* Year 2000 compliant.

Q. If I install a minimal version can I install email/other components later on?

A. Yes. Either install the additional component as an individual installer (if available) or use the custom install option of a ‘full’ installer.

Q. If I install IE 4.x can I install older IE 3.01 components?

A. Although feasibly possible this is not supported and as IE 3.01 is not Year 2000 compliant you are not recommended to do this. You should install the relevant component for the version of Internet Explorer you are using. If you need help with this contact Microsoft technical support.

Q. I am installing IE 3.01 from my Mac OS 8/system software CD but it is asking which plug-ins folder to use?

A. This happens because the Mac OS 8 installation installs other applications that also use a plug-ins folder (e.g. Netscape Navigator). Just click “Cancel” so that IE creates its own plug-ins folder. However, you are highly recommended to install a later version of IE as version 3.01 is not Year 2000 compliant.

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Q. I already use Internet Explorer. Should I upgrade?

A. Obviously upgrading to a later version of Internet Explorer is beneficial in that you will have many new features available and the application will be more stable and will support newer features of the internet itself. You may also find that older versions of IE are not Year 2000 compliant. Run your current version of IE and select “About Internet Explorer...” from the ‘Apple’ menu. In the bottom left of the window will be a version number. If you have...

| <u>Version</u> | <u>Recommended Action</u> |
|-------------------------|---|
| 2.0b3, 2.0, 2.0.1 | These are beta or early release versions. Microsoft recommends using version 4.01 or if you have a PowerPC based Macintosh version 4.5. |
| 2.1 | You are recommended to upgrade to version 4.01 or if you have a PowerPC based Macintosh version 4.5. |
| 3.0, 3.0b, 3.01 | These are beta or early release versions. Microsoft recommends using version 4.01 or if you have a PowerPC based Macintosh version 4.5. |
| 3.01a | You are recommended to upgrade to version 4.01 or if you have a PowerPC based Macintosh version 4.5. Otherwise install the “IE 3.01r5 Updater” and note that this product is not Year 2000 compliant. |
| 4.0p1, 4.0p2, 4.0, 4.0a | These are beta or early release versions. Microsoft recommends using version 4.01 or if you have a PowerPC based Macintosh version 4.5. |
| 4.01 | If you have a PowerPC based Macintosh you are recommended to upgrade to version 4.5. Otherwise install the “Internet Explorer 4.01 Updater”. |
| 4.5 | This is the latest version of Microsoft Internet Explorer. |

Q. I am having problems installing Internet Explorer. What should I do?

A. There are a number of reasons why Internet Explorer may have problems installing. Follow these steps in order. After each step try to install Internet Explorer.

- Step 1: **DISABLE SYSTEM EXTENSIONS:** Restart your computer holding down the shift key. You should get a message saying that extensions are disabled/off. When the Mac has started up try installing Internet Explorer now.
- Step 2: **CHECK YOUR HARD DISK:** Run Apple’s “Disk First Aid” utility (or similar e.g. “Norton Disk Doctor”) to check the integrity of your hard disk.
- Step 3: **RUN VIRUS SOFTWARE:** Check your Macintosh out with an anti-virus application such as Symantec’s “Norton Anti-Virus” or Dr. Solomon’s “Virex”.
- Step 4: **TURN OFF AND DISCONNECT EXTERNAL SCSI DEVICES:** This will eliminate possible problems/conflicts with SCSI devices, the SCSI chain and/or incorrect termination.
- Step 5: **INSTALL USING A DIFFERENT COPY OF THE INSTALLER:** The installer you are using may be corrupt or damaged. If possible obtain another ‘fresh’ copy of the installer. If you downloaded the installer as a “.bin” or as a “.hqx” file try downloading it again.
- Step 6: **REBUILD THE DESKTOP:** A damaged desktop is usually indicated by generic blank icons appearing and/or applications/files failing to open. The desktop file may be damaged without these signs though so try rebuilding it by restarting your computer and holding down the command-option keys (apple-alt) until you get the message “Are you sure you want to rebuild the desktop?”. Then click on the “OK” button.
- Step 7: **CLEAN INSTALL SYSTEM SOFTWARE.** Apple Technical Support (0990 127753) can assist you in doing this.

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Step 8: UPDATE SYSTEM SOFTWARE: Only if recommended (see below). Install the update *on top of a clean system* (see step seven above). To check which version you have select “About This Macintosh” or “About This Computer” from the ‘Apple’ menu. It will tell you your system software version here.

| <u>If Your System Version Is</u> | <u>Recommended Action</u> |
|----------------------------------|--|
| B1-7.1, B1-7.1.1, B1-7.1.2 | Upgrade the OS or install Open Transport 1.1.2. |
| B1-7.5, B1-7.5Px | Upgrade using System 7.5 Update 2.0. |
| B1-7.5.1, B1-7.5.2, B1-7.5.3 | Upgrade using System 7.5 Update 2.0. |
| B1-7.5.3 Update B1-2.0 | You have the option of installing System 7.5.5 Update. |
| B1-7.5.3 Revision 2.x | You have the option of installing System 7.5.5 Update. |
| B1-7.5.5 | No action required. |
| B1-7.6 | Upgrade using Mac OS 7.6.1 Update. |
| B1-7.6.1 | No action required. |
| B1-8.0 | Upgrade using Mac OS 8.1 Update. |
| B1-8.1 | No action required. |
| B1-8.5 | Upgrade using Mac OS 8.5.1 Update. |

Step 9: ERASE CLEAN INSTALL SYSTEM SOFTWARE. Apple (0990 127753) can assist you in doing this.

Step 10: CONTACT MICROSOFT TECHNICAL SUPPORT: If Internet Explorer still fails to work make a note of what steps you have followed and any (error) messages that have appeared before contacting Microsoft technical support.

Q. How do I remove Internet Explorer?

A. For troubleshooting purposes or if you simply want to delete it completely Internet Help Sheet 22 “Removing Internet Explorer” will help you do this.

Q. Why is the version of IE included with Mac OS 8.x limited/missing components?

A. It is not. The components that are missing are actually functionally built into Mac OS 8.x:
Java -> Mac OS Runtime For Java (optional install with Mac OS 8.x)
Internet Mail And News -> Claris Emailer 1.1 (part of “Internet Access” software)
Internet Connection Wizard -> Internet Setup Assistant (part of “Internet Access” software)
Personal Web Server -> Personal Web Sharing (optional install with Mac OS 8.x)
Internet Config (part of “Internet Access” software or built into Mac OS 8.5)

Q. I am not sure whether I have a PowerPC computer or not?

A. If your computer has a PowerPC badge on the front of it or the name of your Macintosh starts “Power Macintosh” you are recommended to install Internet Explorer 4.5. If you do not have a PowerPC Macintosh you should install a 68K or FAT version of IE. If you are still not sure whether you have a PowerPC or a 68K Macintosh contact the manufacturer of your Macintosh.

Q. Where can I get anti-virus software from?

A. “Norton Anti-Virus” is available from Symantec (01628 592222 – www.symantec.com/uk). “Virex” is available from Dr. Solomon’s Software (01296 318700 – www.drsolomons.com).

Q. I have installed IE 4.0/4.0a but you recommend 4.01. What should I do?

A. First remove IE 4.0/4.0a completely using the removal instructions included in Internet Help Sheet 22 “Remove IE”. Then use any Internet Explorer 4.01 installer to install the latest version.

Q. I am using Internet Explorer 3.01/4.01. Can I put the “Microsoft Internet Applications” folder somewhere else on my hard disk?

A. Microsoft recommends keeping your “Microsoft Internet Applications” at the root of your hard disk especially if you’re installing any extras or updating Internet Explorer/Outlook Express. If you have Microsoft Office 98 you are *not* recommended to put it in the “Microsoft Office 98” folder.

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Q. What is Internet Config?

A. Internet Config is a third party utility that helps keep all your internet configuration details in one place. Microsoft recommends having this utility installed on your Macintosh if you are using Microsoft's internet products such as Internet Explorer and Outlook Express. These Microsoft products (except IE 2.x) will install Internet Config for you *unless* you have an Internet Config folder in the root directory of your hard disk. To check for this double click on your hard disk icon and look for a folder called “Internet Config”. If you do not have one, the utility will be installed for you. However, please note Microsoft applications will only check this (recommended) location. It will not check the rest of your hard disk. Other applications or even the Mac OS may install Internet Config elsewhere on your hard disk. Microsoft recommends checking your hard disk and removing duplicate copies of Internet Config if you have them. With Mac OS 8.5 and later you do not need the Internet Config application.

Q. I am trying to view QuickTime (VR) movies on the internet but the web page reports that I need QuickTime 3 (or later) and I already have this version installed. What's wrong?

A. IE 4.5 only comes with version 1.1.1 of the QuickTime Plugin. To utilise the benefits of a later version of the QuickTime Plugin you will need to install the plugin that comes with the latest version of QuickTime.

Q. Where can I get the latest version of QuickTime from?

A. Go to www.apple.com/quicktime where you will be able to download it.

Q. How do I install the QuickTime plugin?

A. Run the QuickTime installer. If you do not have the latest version of QuickTime installed select the “Easy Install” and click on the “Install” button. If you already have the latest version of QuickTime installed select “Custom Install” and then click on the triangle to view the install options. Select (put an X in the box) for QuickTime Plugin QuickTime folder *and* Plug-Ins folder.

Q. I have heard that Internet Explorer 4.5 integrates with Mac OS 8.5.x's Sherlock feature but I don't appear to have a Sherlock button? What's wrong?

A. Internet Explorer 4.5 will only integrate with Mac OS 8.5.x's Sherlock if the Sherlock application is located in its default install location which is Hard Disk > System Folder > Apple Menu Items folder. If Sherlock is not in this location then IE 4.5 will not integrate with it. Please note Sherlock's name must not be changed from “Sherlock” and an alias of the application will not work either. You should note that Apple do not recommend moving the Sherlock application as updates to the Mac OS check the default install location as does Internet Explorer 4.5.

Q. I have heard something about Microsoft's Java Virtual Machine being slow/not compliant with Sun's official Java specifications?

A. Microsoft recommends that you use Apple's “Macintosh Runtime for Java” (MRJ) software.

Q. Where can I get more information about Apple's Macintosh Runtime for Java?

A. You can get the latest information about MRJ from Apple's web site at www.apple.com/macos/java plus Apple's own Java Frequently Asked Questions at www.apple.com/macos/java/text/faq.html.

Q. Where can I get Apple's Macintosh Runtime for Java?

A. You can download MRJ from Apple's web site at the following location: www.apple.com/macos/java/text/download.html. If you have Mac OS 8.1 or later you will have an installer for it on your Mac OS/system software CD in the “Software Installers” folder.

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Q. What version of Apple’s Macintosh Runtime for Java should I use?

A. For full compatibility information check Apple’s own Java Frequently Asked Questions at www.apple.com/macOS/java/text/faq.html. For quick reference check what version of the Mac OS you are running and then use the following chart:

| <u>If Your System Version Is</u> | <u>Recommended Action</u> |
|----------------------------------|---|
| B1-7.1, B1-7.1.1, B1-7.1.2 | This version of the Mac OS does not support Java. |
| B1-7.5, B1-7.5Px | Upgrade to System 7.5.5 and Install MRJ 1.5.1. |
| B1-7.5.1, B1-7.5.2, B1-7.5.3 | Upgrade to System 7.5.5 and Install MRJ 1.5.1. |
| B1-7.5.3 Update B1-2.0 | Upgrade to System 7.5.5 and Install MRJ 1.5.1. |
| B1-7.5.3 Revision 2.x | Upgrade to System 7.5.5 and Install MRJ 1.5.1. |
| B1-7.5.5 | Install MRJ 1.5.1. |
| B1-7.6 | Upgrade to Mac OS 7.6.1 and “Custom” install MRJ 2.0. |
| B1-7.6.1 | “Custom” install MRJ 2.0. |
| B1-8.0 | Upgrade to Mac OS 8.1 and install MRJ 2.0. |
| B1-8.1 | Install MRJ 2.0 if not already installed. |
| B1-8.5 | Install MRJ 2.0 if not already installed. |
| B1-8.5.1 | Install MRJ 2.0 if not already installed. |

Q. How do I use Apple’s Macintosh Runtime for Java with Internet Explorer?

A. Launch the Microsoft Internet Explorer application. Select “Preferences” from the ‘edit’ menu. Click on the “Java” option under the ‘Web Browser’ heading on the left. Then select “Apple MRJ” from the “Java Virtual Machine” pop-up menu under the ‘Java Options’. You will need to Quit Microsoft Internet Explorer and then Restart your Macintosh computer.

PLEASE NOTE

- Microsoft strongly recommend that you backup any important data files before you attempt an update install/restore of your system software especially any files you have in the “Documents” folder (if you have one). To back up your files copy them to an external storage device such as a second hard disk, Syquest or Zip/Jaz drive. If you don’t have any of these you will need to backup your data on to floppy disks. If you have files that are larger than 1.4Mb you will need a third party compression application like “Stuffit Deluxe” (from Aladdin), “Disk Doubler Pro” (from Symantec) or the shareware utilities Stuffit Lite, Compact Pro or Zip It.
- Where Pipex is mentioned as an ISP this is not a recommendation or endorsement by Microsoft and the information is offered as a guideline only because Pipex is one of Apple’s recommended ISPs in the UK. Microsoft cannot guarantee the quality of any ISP listed in this document.
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