

# INFORMATION ADVISORY



## GALILEO DESKTOP AND VIEWPOINT INCOMPATIBILITY WITH IE7 PATCH UPDATE - IA#78

**Version:** 3

**Reason for Issue:** Update

**Who:** ALL GALILEO AND APOLLO USERS

**What:** Microsoft is preparing for IE7.0 to be delivered to the MS Updates site any day now. Install of IE7.0 will experience Viewpoint/Galileo Desktop malfunction.

**Where:** Globally

**When:** Immediately

**Action Required:** Yes Inform all customers

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**Additional Information:**

### OVERVIEW

Galileo Desktop 1.01 and Viewpoint v3.0 has been found to be incompatible with Microsoft IE7. Microsoft went live with IE7 on October 18<sup>th</sup>. Updates to IE7 are presently a voluntary update. Automatic updates installing IE7 on user's workstations will begin on November 1<sup>st</sup>.

Galileo has developed a patch that will eliminate the incompatibility issue with IE7.

The patch has been loaded to [TDS Net](#). SMO/ NDC's can choose to save the patch to their local support sites. Alternatively the patch will be available shortly on AskGalileo.com

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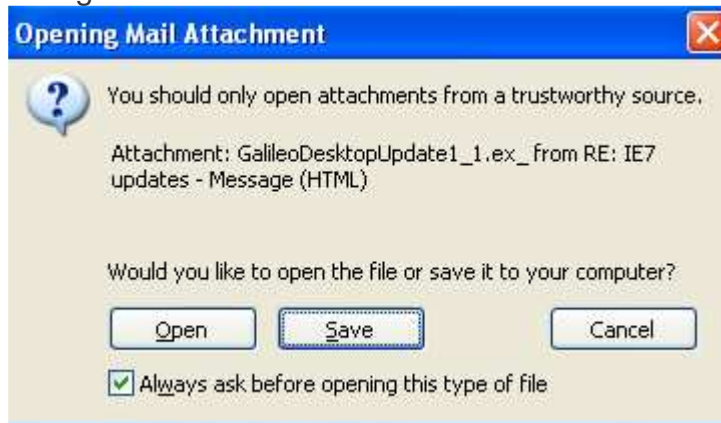


## KEY FEATURES

### DETAIL

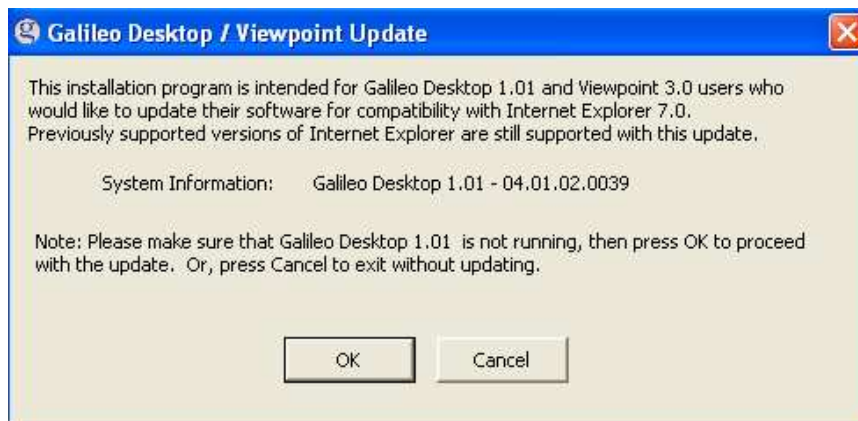
Install instructions:

Customers can click on the link for the install. They will be prompted with the following dialog:



SMO/ NDC can save to a local location allowing them to post to their own customer sites.

Users will choose OPEN and the install process will begin. Users should not have Galileo Desktop or Viewpoint running at the time of install.



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The install is very quick and once done the user will be prompted with a box indicating the install is complete.



## ASSOCIATED PRODUCTS

**Impacted:** Operating Systems: Windows XP SP2, Windows XP Professional x64 Edition, and Windows Server 2003 SP1 systems

Products: Viewpoint 3.0 and Galileo Desktop 1.01

**Not impacted:** Operating systems: Windows ME, NT, Windows 2000, Windows 95/98 (or earlier)

Products: Focalpoint 3.x

Detailed information regarding IE 7 can be found at <http://www.microsoft.com/windows/ie/default.msp>