

CDN Playback of Media Embedded in Web Pages Fails with IE 5.5

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Introduction

Note: Some of the products discussed in this document are manufactured by vendors independent of Cisco. Cisco makes no warranty, implied or otherwise, regarding these products' performance or reliability.

There is a redirection bug in Microsoft Internet Explorer (IE) version 5.5 regarding the playback of media embedded in web pages on the Cisco Content Delivery Network (CDN). The problem occurs when you try to play a file from the Content Engine (COE) using the CE Play link.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software and hardware versions:

- all releases of the CDN Service Provider

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Related Products

This document can also be used with these hardware and software versions:

- Microsoft Internet Explorer versions 5.5 and 5.5 Service Pack 1 for Windows 2000
- Microsoft Internet Explorer versions 5.5 and 5.5 Service Pack 1 for Windows NT 4.0
- Microsoft Internet Explorer versions 5.5 and 5.5 Service Pack 1 for Windows 98 Second Edition

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

IE 5.5 Fails to Load a Redirected Document

Symptoms

When you try to load a document that uses the Hypertext Markup Language (HTML) embedding (<EMBED>) tag, and that embedded document is redirected to another site, IE 5.5 does not perform the redirect. The ActiveX control that is needed to view the document loads with a blank document.

Cause

This problem occurs because IE 5.5 closes the port after it receives the redirect instruction, and before it makes the new request, since the host names of the two sites do not match. When this occurs, IE does not correctly interpret that access to the redirected site should be enabled because the redirection instruction has occurred.

Solution

Refer to Microsoft's main index page for IE downloads to obtain a fix. The English version of this fix should have these file attributes or later:

Date	Time	Version	Size	File Name	Platform
12/18/2000	5:25 pm	5.50.4612.1800	2,746,128	Mshtml.dll	x86

Microsoft recognizes that the same bug originally seen in MSIE 5.01 (and patched), is also present in IE 5.5. Cisco has tested a test version of the fix, and the above URL instructs customers on how to get the production version of the fix.

Related Information

- [Technical Support & Documentation – Cisco Systems](#)

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