

Re: MS Word for OSX Not Passing Cookies to OSX Browsers

Source: <http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office.word/2004-03/0557.html>

From: Mark Pompey (mark.pompey_at_laused.net)

Date: 03/23/04

Date: Mon, 22 Mar 2004 17:52:53 -0800

Beth, Thanks for your assistance. I have provided answers to your questions below:

"Beth Rosengard" <bethrosengard@earthlink.net> wrote in message news:BC80C8C7.39E1B%bethrosengard@earthlink.net...

> *Hi Mark,*

>

> *I'm copying this to you directly because I thought you might have given up by now :-). You haven't been forgotten (however, when you reply, please post to the newsgroup so that this discussion stays in the archives).*

>

> *You described such peculiar behavior that I escalated your post to MS and they just came back with the following:*

>

> > *This is interesting behavior. Strange, to say the least. I am curious, though,*

> > *If you move the link to any other application including PPT and Excel X what*

> > *happens?*

If I open the document in PowerPoint, it has the same problem. I can't open directly in Excel because it wants to open Word. If I paste the links into blank documents in each of those programs, it does the same thing.

>> *Also is it just a problem with LATIMES.COM or other sites that require log-ins? Couple of things to check out.*

LATIMES.COM is the only one we tested because that is the only one that requires us to login in to the "premium" section. But the problem is occurs when I click on a link and it opens IE and then launches a new Window. If I launch IE manually and paste the link into a new window, it does not ask for a login.

> *If you can check these things out, we'll try to get you some answers.*

>

> --

- > *Beth Rosengard*
- > *Mac MVP*
- >
- > *Mac Word FAQ: <<http://word.mvps.org/FAQs/WordMac/index.htm>>*
- > *Entourage Help Page: <<http://www.entourage.mvps.org/toc.html>>*
- >
- >
- > *On 3/17/04 5:16 PM, in article #1Fn6aIDEHA.2804@tk2msftngp13.phx.gbl,*
- "Mark*
- > Pompey" <mark.pompey@lausd.net> wrote:*
- >
- >> *A group of staff members apparently receive a Word document on a daily*
- basis*
- >> *with links to articles available on-line through web sites of various*
- >> *newspapers. One site is LATIMES.COM. Recently these customers have*
- been*
- >> *upgraded to OSX and Office for OSX. When the upgrades occurred, the*
- ability*
- >> *to open links directly from a Word document stopped working.*
- >>
- >> *LATIMES.COM wants users to register before they can have the ability to*
- access*
- >> *certain pages. If you sign up and login once, the browser stores a*
- cookie*
- >> *with the account information which eliminates the need to login each*
- time.*
- >>
- >> *Our customers click on a LATIMES.COM link and it launches the default*
- browser*
- >> *(either Safari or IE) and attempts to connect to the page referenced in*
- the*
- >> *link. For some reason, when it is initiated from MS Word, the*
- LATIMES.COM*
- >> *cookie is not passed to the site. If I paste the link directly into the*
- >> *address bar of the browser, it works correctly.*
- >>
- >> *Has anyone experienced this problem before?*
- >>
- >> *Here are some notes from on what I have already done or observed so far*
- to*
- >> *attempt to solve this issue:*
- >>
- >> *I was able to duplicate this issue on the G3 machine in my office using*
- the*
- >> *Word file that was sent to me by the customer. (OSX 10.3.2 with latest*
- >> *software updates; Office for OSX with all available updates applied)*
- >> ** The problem appears to be only on the Mac platform. Specifically when*
- using*
- >> *Word for OSX:*
- >>
- >>> ** Using the same document on my PC worked fine.*

> >> ** If I restarted in OS9 and used Word 2001 it worked fine.*
> >> ** If I launched Word 2001 on OSX (in classic mode) and then clicked on
the
> >> link in the document, IE 5.2 (from OSX) launches and correctly connects
to
> >> the document. (For some reason Safari failed on this test.)
> >>
> >
> > ** I tried it in OSX with both IE and Safari as my default browser and
> > experienced the same problem. This leads me to believe it is not a
browser
> > problem. The problem seems to be in the interchange between MS Word for
OSX
> > and the browsers.*
> > ** I did some preliminary web searches. I found one item relating to
Word 98
> > (3 versions back) and a setting for cookies. I could not find the same
> > information on Word for OSX. I could not find any settings related to
this in
> > either browser or Word itself.
> >
> > Thanks in advance for your assistance.
> >
> > Mark
> >
>
>**