

Re: hyperlink in word document won't connect to internet

Source: <http://www.tech-archive.net/Archive/Office/microsoft.public.office.misc/2009-01/msg00517.html>

- *From:* "Susan Ramlet" <shramlet@xxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 7 Jan 2009 12:13:26 -0600
-

Okay; I have an article to recommend:

<http://blogs.techrepublic.com.com/10things/?p=420>

See #4 in her list, which may help you restore what may have been caused by a bad/partial browser installation of Firefox.

Let us know if that works—

—

Susan Ramlet

Please reply to the newsgroups where all may benefit.

"Kam" <Kam@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:BD240A46-DA64-4E71-BB51-7A67230ED316@xxxxxxxxxxxxxxxxxxxxx

"Susan Ramlet" wrote:

Okay, so IE works, and they work on your work computer. A couple of questions:

On your home computer, is Firefox now the default browser?

On your home computer, if you launch Firefox and type the address into the address bar, does Firefox load the site?

—

Susan Ramlet

Please reply to the newsgroups where all may benefit.

"Kam" <Kam@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:6B828538-14A3-4EF8-A2C9-56972BBC5271@xxxxxxxxxxxxxxxxxxxxx
> Hi Susan,

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> Thanks for answering. Yes, those addresses work just fine when I go > to
> the internet through my Explorer desktop icon. As I said, I never had > a
> problem inserting the hyperlinks into documents and getting them to >
open
> from
> clicking on the underlined link in the document – at least until I > tried
> the
> firefox download. Any suggestions?
> Terry
>
> "Susan Ramlet" wrote:
>
>> Terry,
>>
>> Are you able to browse the internet using the browsers alone? In other
>> words, have you tested those links in the address bar of each of the
>> browsers?
>>
>> -- >> Susan Ramlet
>> -----
>> Please reply to the newsgroups where all may benefit.
>>
>>
>> "Kam" <Kam@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
>>
>> news:F551B327-189C-41CB-B283-829838119A64@xxxxxxxxxxxxxxxxxxxx
>> > When I put a hyperlink in a document I get the message unable to >> >
open
>> > http://
>> > Cannot connect to the Internet server. I never had this problem >> >
until
>> > a
>> > few
>> > days ago. A tech at work told us to download Firefox because >> >
Explorer
>> > was
>> > having security issues. I tried to and although it looked like >> > firefox
>> > downloaded it said it couldn't open and to check the internet
>> > connection.
>> > I
>> > ended up uninstalling firefox and went back to using Explorer. I'm
>> > thinking
>> > that there is a setting somewhere in Word that is looking for >> >
firefox.
>> > I've
>> > gone into Word options and made sure that Explorer is the default
>> > browser
>> > but
>> > still no luck with hyperlinks connecting. Also can't get microsoft
>> > online
>> > to

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>> > automatically connect when I click on the question button. It keeps
>> > telling
>> > me to check my internet connection and when I do it says I'm already
>> > connected. HELP!
>> > Thanks
>> > Terry
>>
Hi Susan,

Firefox was never able to connect to the internet even though it looked like it downloaded just fine. When it got to the end of the download it said Firefox cannot open internet connection. Rather than try and play around with it, I went to uninstall and took it out of the system. Don't know if there is something in my security that stopped it from installing correctly but Explorer is definitely the default browser.
Terry