

RE: not reconizing plug ins

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When I talked to the tech. from my ISP they told me that my microsoft program was not reconizing plug-ins (whatever that means!). first off I am running windows xp my browser is Internet Explorer.

So far there have been two places that I have not been able to visit, one is my own ISP site www.rr.com when I go there I get a blue screen that says, What is this blue screen? When attempting to view www.rr.com , a blue screen may appear due to various security settings in your browser. In order to get rid of the blue screen that appears when viewing www.rr.com and still keep a high security level, you need to adjust you security settings. for instructions on correcting this click this link.

How to reset your security settings in Internet Explorer:

In Internet Explorer, go to a non-Flash web site, e.g. www.yahoo.com, www.google.com, or something comparable. As www.rr.com is a Flash-driven web site, it won t work.

Select Internet Options... from the Tools menu.

In the Temporary Internet Files section, click the Delete Files button to delete your cached internet pages. Select the Security tab and you will see icons for Internet, Local intranet, Trusted sites and Restricted sites. You will be adjusting settings in all four of these areas.

To reset your Restricted sites settings:

Click the Restricted sites icon.

In the Restricted sites window, click the Custom Level... button.

In the Reset to: drop-down menu, select High.

In the Restricted sites window, click the Sites button to see if www.rr.com has been listed as a restricted site. If so, select the site in the Websites list and click the Remove button. Click the Close button.

Click the Apply button.

To reset your Trusted sites settings:

RE: not reconizing plug ins

Click the Trusted sites icon.

In the Restricted sites window, click the Default Level button.

In the Security level for this zone section, move the scroll bar up to the High setting.

In the Trusted sites window, click on the Sites button to see if www.rr.com has been listed as a trusted site. If so, select the site in the Websites list and click the Remove button. Click the Close button.

Click the Apply button.
To reset your Local internet settings:

Click the Local internet icon.

In the Local internet window, click the Default Level button.

In the Security level for this zone section, move the scroll bar up to the High setting.

Click the Apply button.
To reset your Internet settings:

Click the Internet icon.

In the Internet window, click the Default Level button.

In the Security level for this zone section, check that it is set at Medium. If it isn't, move the scroll bar to Medium. This is acceptable because your other settings are set to High.

Click the Apply button.
Click the OK button.

Close Internet Explorer.

Re-open Internet Explorer and go to www.rr.com. You should now be able to view the Flash version of the site.

I have tried this a couple of times and always seems to fail.
Also one more site is Pogo.com this site is a site where you can play games, i can get on the site but cannot play any games. I removed the old version of Java and installed the new one, when I click on a game to play the Java icon appears in the bottom right corner. This is the message I recieve when I click on a game.

The following error has occurred:
Java Not Found or Not Working

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Explanation:

This error means Java (one of the technologies built into most browsers) is not working correctly on your browser.

You must have Java installed on your computer in order to run Pogo games, and it must be functioning properly. Either you don't have Java installed yet, or the Web browser you're currently using doesn't support Java or you have Java (or Javascript) disabled in your browser.

How to Fix the Problem:

Java is a free download that is required to play Pogo games. Not all computers come with Java pre-installed.

If you haven't played Pogo games before and are getting this error, you probably just need to install Java on your computer.

For instructions on installing Java for your operating system and browser click [here](#).

If you believe Java might be installed but disabled for your browser, please be sure to enable the plugin for your browser. If you need help, click [here](#).

If you already have Java installed and it is not disabled, your Java may be out-of-date or is no longer working. In that case, your Java might need to be upgraded or reinstalled. If you need help, click [here](#).

I have Norton Internet Security if that means anything.

Thanks for any help.

"Kaja" wrote:

You need to provide more information for any of us to help. What is your Operating system and version? What browser are you using, and what version? You say you can't get on some sites. Can you get on any like [www.yahoo](http://www.yahoo.com), or [www.google](http://www.google.com). Test your connection to see if you can get on these sites then perhaps it is just one website. I can't say for sure with the info. Also what exactly happens when you try to get on a site and cannot? Does your browser hang and if you get an error message what does it say exactly? Please provide this information. It will help someone to answer your question.

Best regards,

Kaja

"mcoolidge" wrote:

can not get on some sites

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