

Re: MS Antispyware & Hotmail Cookies

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2005-05/msg01152.html>

- *From:* "PA Bear" <PABearMVP@xxxxxxxxxx>
 - *Date:* Mon, 2 May 2005 17:23:19 -0400
-

They didn't mention the one thing that'll prolly work best for you:

IE Tools > Options > Privacy > Sites > type in

hotmail.com
msn.com
passport.net

and Allow Cookies for each domain, in turn.

Suggest disabling any firewall until cookies are working correctly. Make certain your time, date, and time *zone* settings are all correct.

Managing Cookies

<http://support.microsoft.com/?kbid=283185>
<http://inetexplorer.mvps.org/answers.htm#cookies>

Web Site Reports That You Must Enable Cookies

<http://support.microsoft.com/?kbid=299331>

Error Message: Not Accepting Cookies

<http://support.microsoft.com/?kbid=175662>

Error Message: Your Web Browser Options Are Currently Set to Disable Cookies...

(covers re-setting time via command line prompt)

<http://support.microsoft.com/?kbid=814141>

Re: MS Antispyware & Hotmail Cookies

Treat Hotmail and .NET Passport as Secure Sites:

Troubleshooting Secure Sites (WinXP/IE6 SP1)

<http://support.microsoft.com/default.aspx?scid=kb;en-us;813444>

http://inetexplorer.mvps.org/answers2.htm#secure_sites

Troubleshooting Secure Site (WinXP/IE6 SP2)

<http://support.microsoft.com/default.aspx?scid=kb;en-us;870700>

--

~Robear Dyer (PA Bear)

MS MVP-Windows (IE/OE) & Security

Lisa wrote:

Ok - here's what hotmail sent to me. I tried it all and the only thing that worked was to "accept all cookies" which is not a great option for me. The weird thing is that it's intermittent - sometimes I can get into hotmail no problem, and other times I can't access either my paid or free account. But good luck with your issue! (I can still access my account via Messenger or Outlook though - go figure...)

Hello Lisa,

Thank you for writing. Your message has been forwarded to us, Microsoft .NET Passport Technical Support.

We apologize for the delay in answering your mail. We normally respond within one business day, but we have received an unusually large number of messages recently. We appreciate your patience as we handle every customer request as quickly as possible.

My name is Jake and based on your e-mail message, you have been prompted that you should enable cookies when you sign-in to your e-mail account. Also, you have set your system to allow it. In addition, you are able to access other MSN Hotmail accounts. I understand how frustrating this can

Re: MS Antispyware & Hotmail Cookies

be for you, and I am here to provide the assistance you need today.

Lisa, I appreciate the information you have provided. Please be informed that cookies should be enabled when accessing your .NET Passport account. Our Technical Support Team has simulated the problem you are having and in order to resolve this issue I need you to follow the instructions which I have provided below:

1.) Download the latest version of Internet Explorer. You may download the latest version of Microsoft Internet Explorer at:

<http://www.microsoft.com/windows/ie/download/default.asp>

2.) Reconfigure your Browser to the default settings:

A. In Internet Explorer, select Internet Options from the Tools menu.

B. On the Security tab click on the button labeled "Default Level".

C. On the Privacy tab click on the button labeled "Default".

D. On the Advanced tab click on the button labeled "Restore Defaults".

E. For best results disable any firewall software you may be using that could interfere with your login

3.) Enable cookies and add <http://www.passport.net/> to the list of sites to accept cookies in Microsoft Internet Explorer 6.x:

A. In Internet Explorer, on the "Tools" menu, click "Internet Options."

Re: MS Antispyware & Hotmail Cookies

B. Open the "Privacy" tab.

C. Using the slider, select the security zone "Always Accept Cookies".

-or-

D. Click the "Advanced" button. If "Override Automatic Cookie Handling" is selected, confirm that your system will accept both first party and third party cookies.

D.1 Click "OK".

D.2 Click EDIT

D.3 Type <http://www.passport.net/> in the "Address of Web Site"

D.4 Click Allow, and passport.net will be added in the list of domains that will allow cookies to be accepted

D.5 Click "OK"

D.6 Click "Apply"

If the steps I have enumerated above did not work, please move on to the following procedure.

1. Delete the contents of your Temporary Internet Files folder while the cookie acceptance feature of your browser is disabled. Then enable the cookie acceptance feature and try to sign in again.

Re: MS Antispyware & Hotmail Cookies

2. Log-out from the web site you are trying to access and then log-in again. If this procedure does not work, please try the next procedure.

3. Log-in from a different Passport site and then proceed to the web site that you are trying to access while you're logged in.

4. Lower Security Settings.

5. Check Your Windows Time/Date Setting:

A. Double click on the date/time at the lower right corner of your monitor.

B. Update/edit your time zone, date and time accordingly.

Thank you for the time you took in writing to us about this matter and I am glad that I was able to attend to your concern.

If you have any other question in mind, please feel free to write back to us. We, the .NET Passport team, will be much more than willing to provide you with all the help you need.