

# Strange problem blocks some https web sites

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I've already read the threads from other people with a similar problem, but mine seems to be much more complicated to solve.

I am on Windows XP SP1. I use IE 6.0 and Netscape 7.2...both give me the following:

- 1 – I can access some https (secure) web sites without any problem
- 2 – I cannot access other https web sites. (It's always the same sites that give me the problem). (After waiting a long time, I get an error message like "page cannot be displayed," "page contains no data," or "no server response" depending on which web site and which browser.)
- 3 – other https sites can be accessed, but they are extremely slow to respond
- 4 – some search pages on ebay.com and bestbuy.com encounter the same problem as #2 even though they are not https, and even though other search pages on the same web sites work

I used to be able to perform all of these activities without a problem. The problems started out of the blue and were not preceded by any changes to my system.

What differentiates my problem from the other posts is the following:

- I can eliminate the possibility that it is a network issue or problem at the remote web server, since I have two PCs connected to the same router/DSL modem/DSL line, and only one of the PCs has this problem.
- I frequently create Norton ghost images of my c: drive. As soon as this problem started, I re-imaged my c: drive to restore an image that was made before the problem started. When this didn't work, I re-imaged to use the image before that. It still didn't work, and I restored one more image. This brought me back to a c: drive that was six months before the problem started, but the problem was still there.

My re-imaging automatically addressed the common recommendations to address this sort of problem (eg, clear out the cache from IE, delete cookies and files, clear history clear sll state, confirm ssl 2 and sll3 are checked, scan for viruses, etc.), since it brings the c: drive to a state where the cache, etc, were not causing a problem.

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(Re-imaging is more reliable than Microsoft system restore, since the image does the entire drive rather than just select files.) Even though it should have been unnecessary given the re-image, I still did all those things like clearing out the cash and scanning for viruses, but it did not make a difference.

Does anybody have an idea on what sort of problem could be so stubborn that it survives re-imaging?

Thank you

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