

Re: page cannot be displayed

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2007-10/msg00417.html>

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- *From:* "CM" <[chandra-mohan@xxxxxxxxxxxxxx](mailto:chandra-mohan@xxxxxxxxxxxxxx)>
  - *Date:* Tue, 02 Oct 2007 18:21:08 GMT
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Stacy:

Thank you for clarifying your troubleshoot.

Since the laptop had never been on the internet and hopefully no one has loaded any software infected with spyware/malware I am guessing it must be a minor settings problem.

Why don't you try opening IE ( find its version any way (Help>About Internet Explorer> Version Number] and from there go to Tools >Internet Options>Connection and make sure(.) "Never dial a connection" radio button is dotted.

Then click" Lan Settings" button and then click the checkbox of [X ]"Automatically detect settings" option.

Click OK >OK and close the browser .

You may also try to pinging yahoo.com by its IP number 69.247.114.210 and also by pinging www.yahoo.com from Run>Cmd C:\....

Hope this helps

If you can successfully ping both an IP number and DNS address (webaddress) to yahoo (or

any other well known site that is expected to be on) , you wil now be able to

connect using the IE as set up above with the Never dial connection provided its

NIC is OK and your ethernet cable is well seated.

Hope this is what is causing Page cannot be displayed.

Good luck

CM

"Stacy" <[Stacy@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Stacy@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message [news:7B85D04E-E52F-4148-9CA2-640189505BAA@xxxxxxxxxxxxxxxxxxxx](mailto:news:7B85D04E-E52F-4148-9CA2-640189505BAA@xxxxxxxxxxxxxxxxxxxx)

I am trying to hook up laptop temporarily to internet to update something.

It

has never been online. It runs XP home. My desktop is on a dsl modem direct

hook up with ethernet cable, no problems with connection. Desktop has XP home. I removed ethernet cable from desktop and plugged into laptop, rebooted laptop and it recognized connection. I clicked on internet

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explorer

icon and got "page cannot be displayed. I went thru connection wizard and still no luck. I called my isp and they showed a connection to my laptop.

The

isp guy got me to go thru all of the things you suggested(config /all and address checks and even pinging ) and everything shows ok, connection is good. I thought there might be a setting in the computer itself since it has

never been online that is keeping explorer from getting on. The isp guy told

me to Call HP(laptop is a pavillion). HP wants 70 dollars for over the phone

tech support

"CM" wrote:

From your brief description it looks like your Desktop PC running whatever Operating system can access the Internet via DSL Modem but not your laptop which has a working Windows XP ( Home? Pro?).

Are you connecting your Desktop straight to the DSL Modem or through a Router?

If it is through a Router are you having a Wired or Wireless Router?

If you are using a Wireless Router is your Desktop connected to the Wireless Router's Ethernet Port via Ethernet Patch Cable ( Cat 5/6 Straight Through Cable) or does the Desktop have a Wireless Adapter (PCI or USB) ?

Similarly how are you connecting the Laptop to the Internet? Via its NIC (Network Interface Card =LAN card) using an Ethernet Cable to the wireless

Router or does it have a built in or inserted Wireless adapter to detect your Wireless adapter?

Whatever network device ( NIC or Wireless adapter ) you have in the laptop,

did you make sure it is working properly as seen by its entry in the Device

Manager [ Right click My Computer>Properties>Hardware>Device Manager]without

any error symbols (! or ?) by its side.

Having all these information about your system is needed to give you suggestion to fix the problem.

If all the hardware are installed with the proper drivers, make sure Good

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cables used to connect are properly seated in their ports securely before trying other troubleshoots..

Since you are trying to access DSL from laptop also, make sure to set it up using New Connection Wizard >( Start>Programs>Accessories>Communications>New Connection Wizard) Next >(.)Internet>(.)Setup my connection manually>(.)Connect using a broad band connection that is always on>Next>Finish

From the desktop PC use the IPCONFIG /all command via Command prompt [Start>Run>cmd ENTER] to find its IP Address, Default Gateway address and DHCP Server address] Write them down for reference. Now do the same with the laptop that is properly connected to the Router (Gateway).

We must get a 192.168. X.X range to be able to access the Internet using a DHCP .

If that does not work, try power cycling all devices ( Power off DSL modem , Power Off Router and Shut Down PCs and then after a minute power On DSL Modem and wait till Power LED and DSL LED are stably lit and the Power ON Router till its Power and other lights show up and restart PC and try launching the Browsers.

Hope this will help .

"Stacy" <Stacy@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message [news:5D05CD8D-73C3-4B8F-8350-715AABC8B01B@xxxxxxxxxxxxxxxxxxxx](mailto:news:5D05CD8D-73C3-4B8F-8350-715AABC8B01B@xxxxxxxxxxxxxxxxxxxx)

I am trying to get my daughters laptop( HP Pavilion Win XP) to connect to the internet. DSL is showing ok, I have been in touch with phone co and everything is talking back and forth but cant get browser to find anything. tried turning off firewall and the internet settings in the laptop

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match

the

settings in my desktop, no luck. What else can I do?