

Re: Page cannot be displayed

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network_web/2004-12/2621.html

From: Carey Holzman (carey_at_careyholzman.com)

Date: 12/25/04

Date: Sat, 25 Dec 2004 15:06:37 -0700

Hmmm.. I just went back to the site and it did come up properly, however, pinging the site still fails.

This is quoted from: <http://www.michna.com/kb/wxnet.htm>

Cannot browse some web sites

Temporary Internet Files

If it is just one particular web page you cannot display or of which you see only a part, it may just be the cache. Occasionally a mutilated, cut-off, or entirely empty web page gets stuck in the cache, so first of all delete the temporary Internet files:

- 1.. Open Internet Explorer.
 - 2.. Click on: Tools
 - 3.. Click on: Internet options
 - 4.. In the block Temporary internet files click on the button: Delete files ...
 - 5.. In the new dialog box click on: OK
- It is not necessary to delete all offline content.

MTU

If you use the PPPoE protocol (or some other Internet link protocol that requires extra header space), for example for a DSL connection using a router or ICS (Internet Connection Sharing), you may have to reduce the MTU (Maximum Transmission Unit) on the client computers from the default of 1500 to 1492 (or in certain circumstances even less), because the PPPoE protocol takes 8 bytes away for an extra header. Some other protocols and routers also require a reduced MTU, sometimes even much less than 1492 bytes.

Check your router and make sure it doesn't have a needlessly low MTU setting. If your router has such a setting, try to increase it as far as possible.

If that doesn't solve the problem, and even if it does, install Service Pack 2 at least on the ICS host computer, which should, in theory, fix the problem. (Actually it was already fixed in Service Pack 1.) However, there seem to be cases in which the problem persists even after Service Pack 2 has

been installed. In that case, please read on.

An elegant way to solve it is to uninstall your current PPPoE driver and install RASPPPoE instead, a free, but excellent driver you can download from <http://user.cs.tu-berlin.de/~normanb/>. This driver has excellent automatic MTU discovery.

Another way is to change the settings on all computers, including all clients. You can do that with the help of a small freeware program named DrTCP, which you can download from <http://www.dslreports.com/drtcp>, a site that also contains quite a few good explanations of the background for all this, including explanations on how to do all this by hand.

You can check your TCP/IP settings by going to the web site <http://www.speedguide.net/> and look for Broadband Tools. They also have a program similar to DrTCP, but their program is (as of 2004) quirky and poorly designed.

If there are any doubts, reduce the MTU setting to 500 bytes for a test. This is a value that should always work. If even this doesn't resolve the problem, set it back to 1500. Your problem is not related to MTU. If this does resolve the problem, try to find the largest MTU value that works for you, usually in the range between 1440 and 1492 bytes.

For more details you can read the following Microsoft Knowledge Base article.

Connectivity Problems on ICS Clients When You Use a PPPoE Connection on a Windows XP ICS Host
<http://support.microsoft.com/?kbid=319661>

"barrowhill" <barrowhill@discussions.microsoft.com> wrote in message news:42D31510-CF6B-407F-B77D-E0EC27AD2820@microsoft.com...

> Carey,

>

> *Thanks for help and info.*

>

> *Downloaded lspfix.zip and ran (downstairs internet host PC). Following*

> *.dll*

> *files shown in "Keep" window; mswsock, winrnr, nwprovau and rsvpsp. No*

> *entries found in "Remove" section. I didn't check box for advanced users*

> *just*

> *finished. No namespace or protocol provider entries removed or*

> *renumbered.*

> *To be honest, didn't know whether any "Keep" entries should have been*

> *removed*

> *(?). Not an advanced user*

>

> *Downloaded and ran winsockfix.zip. Unable to create reg backup as warning*

> *window appeared advising error saving files to c:\erdnt. Continued to end*

> *so*

microsoft.public.windowsxp.network_web: Re: Page cannot be displayed

> following file saving erros appeared; \security!, \Software!, \System,
> \Default, \Sam, and a couple of others \ntuser.dat! and
> \Userclass.dat. Says reg backup completed (?)
>
> Ran fix.... "PC to internet" network connect changed to limited or no
> connectivity prior to reboot. On reboot This was was OK but "PC to LAN
> Hub"
> network connection showing limited or no connectivity. IP properties of
> both
> network connections showing obtaining an IP address and DNS server Address
> automatically (by I assume DHCP configuration)
>
> Connect to internet (but obviously not rest of LAN network) but still
> cannot
> connect to the one website previously reported. Hope info is useful.
> Note
> also running broadband on cable so no dialup.
>
>
>
> "Carey Holzman" wrote:
>
>> Try tip #3 at www.careyholzman.com/netfixes.htm
>>
>> Carey
>>
>> "barrowhill" <barrowhill@discussions.microsoft.com> wrote in message
>> news:651A8327-30B7-4762-8599-E65DFF28EC7B@microsoft.com...
>> > Chuck,
>> >
>> > Merry Christmas.....
>> >
>> > Thanks for reply. Wasn't expecting anything response today
>> >
>> > 0) "Having connection problems" means that when "www.williamyoung.biz"
>> > is
>> > typed into IE address line (or selected from favourites), the eventual
>> > outcome (minute or two) is that the page "page cannot be displayed" is
>> > shown
>> >
>> > 1) Results from ping command to www.williamyoung.biz as follows:-
>> >
>> > Ping request could not find host www.williamyoung.biz. Please check
>> > the
>> > name and try again.
>> >
>> > 2) Results from ping command to 69.93.190.226 as follows
>> >
>> > Pinging 69.93.190.226 with 32 bytes of data:
>> >
>> > Request timed out.

Re: Page cannot be displayed

microsoft.public.windowsxp.network_web: Re: Page cannot be displayed

>>> *Request timed out.*
>>> *Request timed out.*
>>> *Request timed out.*
>>>
>>> *Ping statistics for 69.93.190.226:*
>>>
>>> *Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),*
>>>
>>> *3) Browse 69.93.190.226.*
>>>
>>> *using <http://69.93.190.226> in address bar of IE6 eventually results in*
>>> *"page*
>>> *cannot be displayed" being shown; part of page text as follows:-*
>>>
>>> *The page cannot be displayed*
>>> *The page you are looking for is currently unavailable. The Web site*
>>> *might*
>>> *be*
>>> *experiencing technical difficulties, or you may need to adjust your*
>>> *browser*
>>> *settings.*
>>>
>>>

>>>
>>> *Please try the following:*
>>>
>>> *Click the Refresh button, or try again later.*
>>>
>>> *If you typed the page address in the Address bar, make sure that it is*
>>> *spelled correctly.*
>>> .
>>> .
>>> .
>>> ****** please note: I asked my wife to try to access the site from the*
>>> *local*
>>> *library*
>>> *just up the road. Access was fine, so problem looks like it's down to*
>>> *PC*
>>> *settings or missing or corrupt files.*
>>>
>>>
>>> *"Chuck" wrote:*
>>>
>>>> *On Sat, 25 Dec 2004 07:05:02 -0800, "barrowhill"*
>>>> *<barrowhill@discussions.microsoft.com> wrote:*
>>>>
>>>> *>I wonder if someone can help.....*
>>>>
>>>> *>Having problem connecting to one, yes ONE site. This site is a*
>>>> *>favourite of*

Re: Page cannot be displayed

microsoft.public.windowsxp.network_web: Re: Page cannot be displayed

>> >> >my wife's (www.williamyoung.biz) but the page will not open and the
>> >> >subject
>> >> >message above is displayed.
>> >> >
>> >> >In trying to resolve, the firewall and AV have been turned off.
>> >> >
>> >> >I've checked various articles for example Q241344. This though
>> >> >appears
>> >> >to
>> >> >be geared to IE6 upto Win Me – though if there is any connection with
>> >> >XP
>> >> >Home
>> >> >which I'm running, I have wsock.vxd missing and wsock32.dll in
>> >> >system32
>> >> >and
>> >> >not system folder, but not sure if this is relevant for my OS
>> >> >
>> >> >I've run TCP/IP reset and winsock repair utilities but still cannot
>> >> >get
>> >> >to
>> >> >this site. I've defined my ISP DNS servers (found microsoft article
>> >> >on
>> >> >this
>> >> >but can't remember number). But this didn't work.
>> >> >
>> >> >Any ideas????
>> >> >
>> >> >As an aside...I've posted problem re non functioning of DHCP. I've
>> >> >had
>> >> >to
>> >> >set up my client connections as static IP addresses. Not resolved as
>> >> >yet.
>> >> >
>> >> >How about some details what "Having problem connecting" means.
>> >> >
>> >> >From a command window:
>> >> >1) Ping www.williamyoung.biz.
>> >> >2) Ping 69.93.190.226.
>> >> >Report success / exact text of error messages.
>> >> >
>> >> >From your browser:
>> >> >3) Browse 69.93.190.226.
>> >> >Report success / exact text of error message.
>> >> >
>> >> >Once we know more of what is happening, we can figure out how to fix
>> >> >it.
>> >> >
>> >> >--
>> >> >Cheers,
>> >> >Chuck
>> >> >Paranoia comes from experience – and is not necessarily a bad thing.

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>> >>

>>

>>

>>

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