

## Re: IE 6.0 cannot access microsoft.com

**Source:**

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2004-11/4619.htm>

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**From:** Jan Il ([abuse\\_at\\_localhost.com](mailto:abuse_at_localhost.com))

**Date:** 11/29/04

Date: Sun, 28 Nov 2004 23:49:47 -0500

Hi jonfweber :-)

Well..the only other thing I can suggest at this point is the following.

Start, Run, type in regsvr32 mshtml.dll and click Enter

Then click OK

or....

See if that helps. If not, then I am afraid that the only other thing I can suggest is to do a repair of Windows.

How do I repair Internet Explorer in Windows® XP?

[http://www.dougknox.com/xp/tips/xp\\_ie\\_reinstall.htm](http://www.dougknox.com/xp/tips/xp_ie_reinstall.htm)

How to Reinstall or Repair Internet Explorer and Outlook Express in Windows XP

<http://support.microsoft.com/kb/318378/EN-US/>

Hope this helps

Jan :)

Smiles are meant to be shared,

that's why they're so contagious.

Please reply to the newsgroup so others may benefit.

Replies are posted only to the newsgroup for the benefit of other readers.

How to make a good newsgroup post:

<http://www.dts-l.org/goodpost.htm>

>

> *"Jan Il" wrote:*

>

> > *Hi jonfweber :-)*

> >

> > *There are a number of reasons this might happen, so try the information*

here

> > *and see if it will help:*

> >

> > *Verify that Internet Explorer Is Using 128–Bit Encryption*

> > *To check:*

> > *1. In Internet Explorer, on the Help menu, click About Internet Explorer*

> > *2. The level of encryption on your computer appears next to the words*

*Cipher*

> > *Strength. Verify that the Cipher Strength value appears as 128–bit*

> > *If the Cipher Strength is anything less than 128–bit, download the*

*Internet*

> > *Explorer High Encryption Pack to your computer's hard disk, and then*

*install*

> > *it.*

> >

> > *Delete Temporary Internet Files*

> > *There's also a possibility of some corrupted files in your Temporary*

> > *Internet Files (TIF) storage. To clear these:*

> > *1. In Internet Explorer, on the Tools menu, click Internet Options, and*

> > *select the General tab*

> > *2. Under Temporary Internet files, click Delete Files, and click OK when*

*you*

> > *are prompted to confirm the deletion*

> >

> > *Configure Internet Explorer Security, Content, and Advanced Settings*

> > *Configure Security settings for the Trusted sites zone in Internet*

*Explorer:*

> > *1. In Internet Explorer, on the Tools menu, click Internet Options, and*

> > *select the Security tab*

> > *2. Select Trusted sites, and then click Default Level*

> > *3. Add the secure Web site you are trying to access to the Trusted sites*

> > *zone. To do so, click Sites, type the address (URL) of the site in the*

*Add*

> > *this Web site to the zone box, click Add, click OK, and then click Apply*

> > *Clear the Secure Sockets Layer (SSL) slate and AutoComplete history:*

> > *1. In Internet Explorer, on the Tools menu, click Internet Options, and*

> > *select the Content tab*

> > *2. Under Certificates, click Clear SSL State*

> > *3. Click OK when you receive the message that the SSL cache was*

*successfully*

> > *cleared*

> > *4. Under Personal information, click AutoComplete*

> > *5. Under Clear AutoComplete history, click Clear Forms. Click OK when*

*you*

> > *are prompted to confirm the operation.*

> > *Verify that Internet Explorer is configured to use SSL 2.0 and SSL 3.0:*

> > *1. In Internet Explorer, on the Tools menu, click Internet Options, and*

> > *select the Advanced tab*

> > *2. In the Settings box, under the Security header, click to select the*

*Use*

> > *SSL 2.0 and Use SSL 3.0 check boxes (if they are not already selected),*

and

> > *then click OK*

> >

> > *Verify that the Date and Time Settings on Your Computer Are Correct*

> > *Because SSL certificates have an expiry date, if the date on your computer*

> > *isn't correct, it may prevent you from connecting to secure sites. To verify*

> > *that your computer is configured with the correct date and time settings:*

> > *1. Click Start > click Control Panel*

> > *2. Click Date, Time, Language, and Regional Options, and then click Date*

and

> > *Time*

> > *3. Select the Date & Time tab*

> > *4. Check to make sure that the date and time settings are configured to use*

> > *the current date and time, and then click OK*

> >

> > *Some Microsoft Knowledge Base Articles dealing with this problem*

> > *232012 – Error Message When You Attempt to Install 128–Bit Upgrade*

> > *261328 – Cipher Strength Appears as 0–Bit in Internet Explorer*

> > *301803 – Error Message When You Try to Connect to Secure Site: Client*

> > *Certificate Has Expired or Is Not Yet Valid*

> > *303807 – "The Page Cannot Be Displayed" Error Message When You Try to View*

> > *Web Page on a Secure Web Site*

> > *305217 – Page Cannot Be Displayed Error During SSL 3.0 Server Session*

> > *Timeout*

> > *811383 – Internet Explorer Connectivity and Certificate Display Issues*

> > *813951 – You Cannot Access Your MSN E–mail Account or Authenticate with*

a

> > *Web Site in Various Programs*

> > *821814 – You Receive a "Page Cannot Be Displayed" Error Message When You*

> > *Post to a Site That Requires Authentication*

> >

> > *If these steps do not resolve your problem, please post back to this*

*thread*

> > *with the details and any error messages.*

> >

> > *Hope this helps*

> >

> > *Jan :)*

> > *Smiles are meant to be shared,*

> > *that's why they're so contagious.*

> >

> > *Please reply to the newsgroup so others may benefit.*

> > *Replies are posted only to the newsgroup for the benefit or other*

*readers.*

> >

> > *How to make a good newsgroup post:*

> > <http://www.dts-l.org/goodpost.htm>  
> >  
> >  
> > >  
> > >  
> > > "Jan II" wrote:  
> > >  
> > > > Hi jonfweber :-)  
> > > >  
> > > > Is this a typo on your part, or is this the site you are trying to  
> > connect  
> > > > to?  
> > > > [www.microsoft.com](http://www.microsoft.com)  
> > > >  
> > > > You might try the following and see if it helps:  
> > > >  
> > > > You cannot open a new Internet Explorer window or nothing occurs  
after  
> > you  
> > > > click a link  
> > > > <http://support.microsoft.com/default.aspx?scid=kb;EN-US;281679>  
> > > >  
> > > > Allow active content to run in files on My Computer – Windows XP  
Service  
> > > > Pack 2:  
> > > > <http://www.winxptutor.com/lmzunlock.htm>  
> > > >  
> > > > Access Secured Websites  
> > > > <http://support.microsoft.com/?kbid=813444>  
> > > >  
> > > > HOW TO: Troubleshoot Situations Where You Cannot Connect to Secure  
Web  
> > Sites  
> > > > by Using Internet Explorer in Windows XP  
> > > > <http://support.microsoft.com/?kbid=813444>  
> > > >  
> > > > "The Page Cannot Be Displayed" Error Message on a Secure Web Site  
> > > > <http://support.microsoft.com/?kbid=303807>  
> > > >  
> > > > Register these files:  
> > > >  
> > > > Click on Start -- Run and Type  
> > > > Regsvr32 softpub.dll > Enter  
> > > > Regsvr32 JSCRIPT > Enter  
> > > > Click OK  
> > > >  
> > > > You can try updating your scripting engine.  
> > > > For 2000 and XP go to  
> > > >  
> > >  
> >  
<http://www.microsoft.com/downloads/details.aspx?FamilyID=c717d943-7e4b-4622-86eb-95a22b832caa&DisplayL>

> > > >  
> > > *If these steps do not resolve your problem, please post back to this*  
> > *thread*  
> > > *with the details and any error messages.*  
> > > >  
> > > > *Hope this helps*  
> > > >  
> > > > *Jan :)*  
> > > > *Smiles are meant to be shared,*  
> > > > *that's why they're so contagious.*  
> > > >  
> > > > *Please reply to the newsgroup so others may benefit.*  
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> > > >  
> > > >  
> > > > > *Running XP with SP2 and IE hangs when accessing www.microsot.com.*  
> > *Strange*  
> > > > > *because it works fine via Mozilla. Any ideas?*  
> > > > >  
> > > > > *IE 6.0.2900.xpsp\_sp2\_rtm.040803-2158*  
> > > > >  
> > > > >  
> > > > > *Jan -- Thanks a, yes, I meant "www.microsoft.com" I read your*  
*advice,*  
> > *but it seems to refer to a different set of symptoms. It isn;t that*  
> > *"nothing occurs" or that I get an error. Let me explain better what is*  
> > *happening: when I enter "www.microsoft.com" in the address window, IE*  
*6.0*  
> > *goes to the site and hangs. (shows hourglass – page fully loaded except*  
> > *lower left hand side which is blank white). I can run the same page*  
*with*  
> > *Mozilla and it works flawlessly.*  
> >  
> >  
> > *Jan*  
>  
> *Thanks again. I tried all the fixes you suggested (some of which are for*  
> *"secure" sites even though I am trying to browse "www.microsoft.com"), but*  
> *the problem remains. One possible clue I notice is that in the lower*  
*left*  
> *of the browser it says "[http://g.microsoft.com/mh\\_mshp/302](http://g.microsoft.com/mh_mshp/302)"*  
>  
> *Any other ideas?*