

microsoft.public.windows.inetexplorer.ie6.browser: Re: Unable to access secure sites after restore...

Re: Unable to access secure sites after restore...

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2004-11/4670.htm>

From: Jan Il (abuse_at_localhost.com)

Date: 11/29/04

Date: Mon, 29 Nov 2004 12:11:21 -0500

Hi Fuel451 :-)

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>

or.....

Download, install and run WINSOCKXPFIX available at:

<http://www.spychecker.com/program/winsockxpfix.html>

and

WinsockXP Fix- WinXP

<http://www.spychecker.com/program/winsockxpfix.html>

Also, with instructions, at

<http://www.iup.edu/house/resnet/winfix.shtm>

also

>From LavaSoft- all versions of Windows-

<http://digital-solutions.co.uk/lavasoft/whndnfix.zip>

also

(NOTE: It is reported that in XP SP2, the command netsh winsock reset will fix this problem without the need for these programs.)

or

Winsock Fix Utility

<http://www.dfwonline.net/files/WinsockFix.zip>

NOTE: If you can not download these programs from the Internet, if your PC has CD read capabilities, go to another computer with CD-ROM burning capabilities. Create a folder on the hard drive of the other computer called HOLD, download the programs to that folder, then burn that folder to a CD. Copy the HOLD folder to your HD and then install the programs from there and run them.

and.....

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If the above does not work, try a Repair of the IE according the instructions below: There are several methods provided, so you can review them and see which one you are most comfortable with:

TO REPAIR WINDOWS XP –

Unlike the previous versions of the Windows program, the IE6 is a core part of the XP program. A reinstall over the existing install can cause problems, and there are specific instructions that can reduce the chance of such problems. However, it is always much safer to do a repair instead of a reinstall. A reinstall should only be done as the very last thing when all else has failed. And then only according to the proper instructions.

Be sure that your AV and firewall is disabled, and follow all instructions carefully

Courtesy of LuckyStrike –

How do I repair Internet Explorer in Windows® XP?
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/>

The ability to Repair Internet Explorer does not exist in the version that ships with Windows XP. This feature only becomes available after you upgrade to a newer version. This is normal and has been this way since Windows 98 and IE4.

However, you can reinstall IE in Windows XP by clicking Start, Run and entering the following command:

```
rundll32.exe setupapi,InstallHinfSection DefaultInstall 132  
%windir%\Inf\ie.inf
```

You will need to have your XP CD available.

Some people have problems with the command line above. A small VB Script that will execute the command for you can be downloaded here at http://www.dougknox.com/xp/scripts/xp_run_ie_setup.vbs. Save the file to your hard drive and double click it to run IE Setup.

or.....

IF that doesn't work, this is another way, but a bit more complex..., but maybe less complicated (?) than the first method I supplied.

Note: Both of the following methods listed **require that the Microsoft Windows XP CD-ROM be available**.

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Method 1: Microsoft Internet Explorer 6.x Repair for Windows XP

>From the Start menu, select Run.

In the Open field, type sfc /scannow (Note: There is a space between sfc and /scannow)

Select the OK button.

Follow the prompts throughout the System File Checker process.

Reboot the computer when System File Checker completes.

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#### Method 2: Microsoft Internet Explorer 6.x Repair for Windows XP

>From the Start menu, select Search, select All Files and Folders.

Select More Advanced Options and place a checkmark beside Search Hidden Files and Folders option.

Ensure that Search System Folders and Search Subfolders are also checked.

In the All or Part of the File Name box, type ie.inf

In the Look In drop-down menu, select C: or the letter of the hard drive that contains the Windows folder.

Click the Search button.

In the search results pane, find the ie.inf file located in Windows\Inf\ folder.

Right click the ie.inf file and click Install on the context menu.

Reboot the computer when the file copy process is complete.

or.....

#### Method 3.

How to Repair Internet Explorer 6 and Outlook Express

Tricking Windows into letting you reinstall IE6

<http://www.bleepingcomputer.com/forums/index.php?showtutorial=71>

Since you already have Internet Explorer 6 installed the operating system will not allow you to reinstall over the existing installation. Due to this we are required to trick the operating system into thinking IE 6 is not installed.

### NOTE: in order to use this method you are required to edit the registry. \*\*Incorrect editing of the registry can cause serious harm to your operating system\*\* so it is advised you proceed with extreme caution.###

Follow these steps for repairing Internet Explorer 6:

Click on the Start button and then click on the Run option.

In the Open field type regedit and press the OK button.

Navigate to the key: HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Active Setup\Installed Components\{89820200-ECBD-11cf-8B85-00AA005B4383 }

Under that key you will see a entry named IsInstalled. Right click on that entry and left click on Modify.

Change the Value from 1 to 0.

Exit regedit.

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or.....

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

<http://support.microsoft.com/default.aspx?scid=kb:en-us:Q318378>

How to Uninstall Internet Explorer 6

<http://support.microsoft.com/default.aspx?scid=kb:en-us:293907&Product=ie600>

Unable to Install Internet Explorer 6 on Windows XP

<http://support.microsoft.com/?kbid=304872>

Tricking Windows into letting you reinstall IE6

<http://www.bleepingcomputer.com/forums/index.php?showtutorial=71>

or.....

Go to DOS: START – RUN – type COMMAND – press ENTER. (To exit type EXIT)

At the DOS C:\ prompt type the following, hitting enter after each line.

```
regsvr32 Shdocvw.dll
regsvr32 Shell32.dll
regsvr32 Oleaut32.dll
regsvr32 Actxprxy.dll
regsvr32 Mshtml.dll
regsvr32 Urlmon.dll
```

It usually sorts the problem out.

also.....

Courtesy of Robert Aldwinckle

XP users who have installed IE6sp1 before upgrading to XPsp1 will have setupwbv.dll and will be able to do a repair using

```
rundll32 setupwbv.dll,IE6Maintenance
```

Otherwise, they have to use

```
sfc /scannow
```

etc., or reinstall IE6 (Ref: KB318378)

or.....

Courtesy of Jim Byrd:

There is no direct Repair function for IE6 in XP. Here are some alternatives:

1. With XP you need to go to Start|Run and type "sfc /scannow" (without the quotes and notice the space between the c and the /.)

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Have your XP CD handy and be prepared to go get a cup of coffee – it takes a while. This will do the same thing as Repair IE6 for XP but a lot more, that is find any corrupt system files and replace them. It does not, however, re-register the various software components (except possibly the ones it replaces?) AFAIK.

Be aware that under certain circumstances (Win2k before SP4 – see mskb 814510,

<http://support.microsoft.com/default.aspx?scid=kb;EN-US;Q814510>) sfc

can erroneously overwrite (restore over) previously installed files from certain "hotfixes" which will then need to be re-installed. To check for this, after running sfc, open a Cmd window and enter

"qfecheck /v /l:c:\" (without the quotes). If you don't have qfecheck installed, it can be obtained for XP here:

<http://www.microsoft.com/downloads/release.asp?ReleaseID=35468> and for

Win2k, obtain qfecheck here:

<http://www.microsoft.com/downloads/release.asp?ReleaseID=35470>

2. Another alternative that works on Win2k and may or may not work on XP (but probably does – I've heard both stories), for just IE6 repair if you don't have IE6 listed in Add-Remove Programs, then in Start|Run then enter

```
"rundll32 setupwbv.dll,IE6Maintenance"
```

without the quotes, exactly as shown, and select the appropriate entry.

3. If you find that you need to do a re-install of IE6 then you can consider the following, I can't verify this for XP (I'm Win2k – it works there, and I've had good reports from XP users), but you might want to give it a try at your own risk. Again, enter this at Start|Run without the quotes and be careful about the spacing:

```
"rundll32.exe setupapi,InstallHinfSection DefaultInstall 132  
C:\windows\inf\ie.inf"
```

4. Lastly, here is a link to a MSKB article about re-installing IE6/OE6:

You cannot install some updates or programs

<http://support.microsoft.com/?kbid=822798>

"The Software You Are Installing Has Not Passed Windows Logo Testing..."

Error Message When You Try to Install Internet Explorer 6 SP1

<http://support.microsoft.com/?kbid=828031>

Unable to install Internet Explorer 6 on XP

<http://www.tek-tips.com/gfaqs.cfm/lev2/67/lev3/70/pid/779/fid/1586>

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Here is a more recent suggestion I have been giving to XP users who want to try some repair procedures.

<TITLE>831429 – Windows XP stops responding when you download updates from Windows Update</TITLE>

< <http://support.microsoft.com/default.aspx?scid=kb:en-us:831429> >

It is actually a more comprehensive set of re-registrations than an IE Repair with the default FixIE.inf would do for either NT5.

Although they are listed specifically for W2K they should apply equally to XP.

Additionally, the information here may be of some assistance:

Windows XP From A-Z

[http://www.kellys-korner-xp.com/xp\\_abc.htm](http://www.kellys-korner-xp.com/xp_abc.htm)

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 of other readers.

How to make a good newsgroup post:

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

> *Update:*

>

> *I've installed Service Pack 2 and I can access a VPN connection, but I cannot access any webpages now. The system does have a static IP and was able*

> *to access regular websites prior to the SP2 update. I have the Windows*

> *Firewall turned on with Internet Explorer added as an exception.*

>

> *"Lance" wrote:*

>

> > *Here's the basics:*

> >

> > *I reloaded Windows XP Pro SP1, then performed a restore from a NetBackup*

> > *backup (also Windows XP Pro SP1). Everything works correctly except access*

> > *to secure sites, i.e. bank sites, even when trying to bid on something on*

> > *Ebay.*

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> >

> > *To resolve the situation, I've verified that I have  
IE6.0.2800.1106.xpsp2*

> > *128-bit. I've reset all the security and privacy settings in IE to  
default.*

> > *I've also tried all recommendations on KBID 813444 with no success.*

I've

> > *tried to download and reinstall IE 6.0 from Microsoft, but it errors  
out.*

> > *I've cleared out the temporary internet cache and cookies.*

> >

> > *What I have not tried is running XP SP2 or a successful reinstall of IE  
6.0.*

> >

> > *Any Suggestions?*

> >

> > *Thanks,*

> >

> > *Lance*