

Inability to download with IE6

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2004-12/3097.htm>

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The setup is this: a desktop and a laptop connected to a router receiving DSL. Both machines running Windows XP-pro, SP1, updated with all MS security patches except SP2 (chicken!); both have Norton AV and Ad-Aware SE Personal (both updated and run frequently); both have identical "Internet Options", and "Network Settings" and the applications on both computers are virtually the same. Also, the Windows Firewalls are turned off.

I needed to download a file from Symantec to remedy an NAV update problem on the laptop. When I attempted to download, the page came up that says the site could not be connected to. Here is an abbreviated look at that page:

"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.....etc.....

Cannot find server or DNS Error

Internet Explorer "

None of the files listed on that particular page

(<http://www.symantec.com/techsupp/files/lu/lu.html>) at the Symantec site could be accessed by the laptop. (On the desktop, I had no trouble, all went smoothly.) I tried some other download sites from the laptop. Usually, I could download, but sometimes I would get the same error page as above, or the small download warning dialog box would open, but the download "could not be completed at this time". There seems to be no pattern as to which sites will download and which won't. Again, all the sites allowed downloads on the desktop with no problems. I am able to use Outlook Express, Quicken downloads, etc. on the laptop; only selected sites accessed thru IE failed.

This is what I've done:

1. ran an online Symantec scan for viruses and malware
2. downloaded a McAfee audit tool to scan for the latest malware
3. did a quick-scan from Aumha
4. ran my onboard Norton AV
5. ran Sysclean
6. deleted temp internet folder & files, and history folder & files, all temp folders, recycle bin

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7.ran CWShredder

8.ran Ad-Aware

9.ran Spy-bot

10. ran ipconfig /release, also /renew, also /flushdns

11.ran HijackThis a number of times, submitted to Aumha, and pursued their suggestions

12. uninstalled and reinstalled IE6 according to Microsoft KB 318378

13. attempted the troubled download with and without the router in the loop

14.disconnected and rebooted all hardware in proper sequence.

All programs are up to date, as are