

Re: IE6 cannot access ANY Microsoft site!!

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Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2005-11/msg0036>

- *From:* "Jan II" <abuseSPAM@xxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 9 Nov 2005 04:32:35 -0500
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Hi ADD :-)

MSN/Hotmail and .NET Passport should be treated as Secure Sites. Try the following and see if it helps:

Troubleshooting Secure Sites (WinXP/IE6 SP2)

<http://support.microsoft.com/?kbid=870700>

Troubleshooting Secure Sites (WinXP/IE6 SP1)

<http://support.microsoft.com/default.aspx?scid=kb:en-us:813444>

Tools>Internet Options>Privacy

Click Sites.

Enter each of the following sites and click Always Allow:

hotmail.com

microsoft.com

msn.com

(enter the ones above that you need, and add others that may not be in the list)

Clearing the TIF Cache –

Safely Delete the Temporary Internet Files

<http://www.mvps.org/winhelp2002/delcache.htm>

Cannot browse certain websites

<http://www.dslreports.com/faq/10082>

If you have any 3rd party toolbars or ad/popup blockers, disable them and see if that helps.

also..

Tools>Internet Options>Security>Advanced>Custom Level> change each of the ActiveX Controls setting respectively down the list to the following:

Change the following in order:

Prompt

Disable

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Disable
Prompt
Prompt

Check your Cookies folder and delete any cookies that relate to the sites in question.

Check your C:\Windows\Hosts file as per this article:
Problems Using Internet Explorer with Incorrect Hosts File
<http://support.microsoft.com/default.aspx?scid=kb:EN-US:q219843>

Also, try adding those sites to your IE Trusted Zone.
How to add a site to a Trusted Zone in Internet Explorer
<http://surfthenetsafely.com/ieseczone7.htm>

Go to the Windows update site and have it scan for any missing critical updates that may be causing this problem.

If you have McAfee, there are issues. See here:

Disable the McAfee ActiveX controls Applet filters in the Internet Filter window when you select Customize your VShield settings

also..the problem may be caused by spyware. Follow the steps in the information below to clean your system:

Courtesy of Frank Saunders –

What You Should Know About Spyware
<http://www.microsoft.com/athome/security/spyware/deviuoussoftware.mspx>

Help with Hijackware
All MS – MVP Sites.
(<http://aumha.org/a/parasite.htm>)
(<http://aumha.org/a/quickfix.htm>)
(<http://mvps.org/winhelp2002/unwanted.htm>)
(<http://inetexplorer.mvps.org/Darnit.htm>)
(http://www.mvps.org/sramesh2k/Malware_Defence.htm)

Unexplained computer behavior may be caused by deceptive software.
<http://support.microsoft.com/kb/827315>

Hope this helps.

Jan :)
MS MVP – Windows/Internet Explorer
Smiles are meant to be shared,
that's why they're so contagious.

Replies are posted only to the newsgroup for the benefit or other readers.
How to make a good newsgroup post:

Re: IE6 cannot access ANY Microsoft site!!

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

> My setup: I have a Dell desktop with Win XP MCE 2002 SP 2. I have auto
> update turned on, so I believe all the latest updates are installed.
>
> My problem: For the last week or so, I cannot access ANY Microsoft Web
> sites. Other web sites work fine! I can see the login page of hotmail.
> But
> sign-in doesn't work and gives a "DNS or Server not found" error. (But
> DNS
> is working for sure, as I can hit other sites fine.) I cannot open any
> MSFT
> support web site; for example, when I go to the download portion of
> support.microsoft.com, I get an error saying "this download is not
> available
> at this time..." I cannot connect using MSN Messenger, or the MSN
> application?
>
> All this while everything works fine from another PC on the same subnet.
>
> What has changed: Around the time these problems showed up, I have
> installed
> the following new components on my PC... Office 2003 (Outlook, Word, PPT,
> Excel), upgraded Norton Internet Security to the latest version.
>
> Things I have tried: Deleted all cookies, temporary Internet files from
> IE6.
> Searched for all *.web and *.tmp files on my C: drive and found none. I
> have turned IE6 security to all default settings (in case ActiveX
> permissions
> were wrong).
>
> Are there any things I can try other then uninstall Norton, Office 2003
> and
> if that doesn't work, then re-install my entire OS?
>
> Please help...
>
> Best wishes,
> -ADD

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