

Re: This page cannot be displayed ?

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Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2006-03/msg0053>

- *From:* v-haozou@xxxxxxxxxxxxxxxxxxxxxxxx (Kenxl Zou (MSFT))
 - *Date:* Wed, 08 Mar 2006 10:16:00 GMT
-

Hello Nancy,

Thank you for your reply.

Since resetting IE not work, we may try repairing and reinstalling IE follow the steps below: (Please backup your outlook express data first, you can refer to this KB article:

<http://support.microsoft.com/default.aspx?scid=kb;EN-US:270670>)

1. If you're on XP SP2, try the suggestions in KB 870700, here: How to troubleshoot problems accessing secure Web pages with Internet Explorer 6 Service Pack 2, <http://support.microsoft.com/?kbid=870700#9> first.

With XP you need to go (as an Administrator) to Start|Run and type "sfc/scannow" (without the quotes and notice the space between the c and the /.) 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, and you will need to do this manually using regsvr32.exe if any are shown as replaced in Event Viewer|System.

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. This may also apply to XP. 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>

A version stated to be common to both is available here:

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<http://www.microsoft.com/downloads/details.aspx?displaylang=en&FamilyID=155C7C58-102E-47B0-A12A-BFAB8CFCCC03>

Further information about qfecheck is available here:

<http://support.microsoft.com/kb/282784/EN/>

2. Another alternative 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 (it's case sensitive), and select the appropriate entry.

More detailed info is available here: Description of the Internet Explorer Repair Tool

<http://support.microsoft.com/default.aspx?scid=kb:EN-US;q194177>

3. If you find that you need to do a re-install of IE6 then you can consider the following:

1) Insert the Windows installation CD in your CD-ROM drive.

2) Click Start, and click Run.

3) Copy the command prompt below in the Open box (exactly as show – it's case sensitive), and click OK. (Assumes %System% is installed in Windows on your C:\ partition. Change as appropriate for your particular situation.)
Rundll32.exe setupapi,InstallHinfSection DefaultInstall 132
c:\windows\inf\ie.inf

4) It will display a "File Needed" screen, click "Browse.." and browse to <CD-ROM drive>\i386, (where <CD-ROM drive> is the drive letter of the CD-ROM, For example, D:).

5) Click Open, click Ok, it should begin reinstalling Internet Explorer.

(NOTE: It has been reported, courtesy of Steve Wechsler, that if you're on Windows XP Pro SP2, it may prompt you for some files that it cannot find in the WINDOWS\ServicePackFiles\i386 folder, which you'll then need to browse to. It's thought that this may apply to XP Home also. The specific files are iexplore.exe which actually IS in the i386 folder, ms wrd632.wpc, which is located in the Program Files\Common Files\Microsoft Shared\TextConv folder, AND, INSTALL.IN_ , which will be located on a slipstreamed XP Pro CD in the i386 folder and also located in the i386 folder on an XP Pro SP1 disk. So, copying the 2 files above to the WINDOWS\ServicePackFiles\i386 folder should allow you to be able to repair/reinstall IE on an SP2 system by right clicking ie.inf in the WINDOWS\inf folder and selecting Install or using the rundll32.exe line given above.)

4. You can try this also: <http://windowsxp.mvps.org/IEFIX.htm>

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

How to Reinstall or Repair Internet Explorer and Outlook Express in Windows XP (Q318378)

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

Please let me know the result. I am looking forward to your reply.

Sincerely,
Kenxl Zou
Microsoft Online Partner Support

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When responding to posts, please "Reply to Group" via your newsreader so that others may learn and benefit from your issue.

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From: "Nancy" <nospam@xxxxxxxxxxxx>
References: <e38tb8YQGHA.4688@xxxxxxxxxxxxxxxxxxxxxxxx>

<AYu7sybQGHA.4620@xxxxxxxxxxxxxxxxxxxxxxxx>
<uGS#TVIQGHA.1160@xxxxxxxxxxxxxxxxxxxxxxxx>

Subject: Re: This page cannot be displayed ?
Date: Tue, 7 Mar 2006 22:40:19 -0500
Lines: 172
X-Priority: 3
X-MSMail-Priority: Normal
X-Newsreader: Microsoft Outlook Express 6.00.2800.1437
X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2800.1441
Message-ID: <#SbQImQGHA.2416@xxxxxxxxxxxxxxxxxxxxxxxx>
Newsgroups: microsoft.public.windows.inetexplorer.ie6.browser
NNTP-Posting-Host: 54-180.119-70.tampabay.res.rr.com 70.119.180.54
Path: TK2MSFTNGXA03.phx.gbl!TK2MSFTNGP08.phx.gbl!tk2msftngp13.phx.gbl
Xref: TK2MSFTNGXA03.phx.gbl

microsoft.public.windows.inetexplorer.ie6.browser:358980

X-Tomcat-NG: microsoft.public.windows.inetexplorer.ie6.browser

HERE'S THE REST AFTER RE-STARTING IE 6. (Ver 6.0.2800.1106)
SEE BELOW.....

"Nancy" <nospam@xxxxxxxxxxxx> wrote in message
<news:uGS%23TVIQGHA.1160@xxxxxxxxxxxxxxxxxxxxxxxx>

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Please see reply below in caps next to your instructions.

"Kenxl Zou (MSFT)" <v-haozou@xxxxxxxxxxxxxxxxxxxx> wrote in message
news:AYu7sybQGHA.4620@xxxxxxxxxxxxxxxxxxxxxxxx

Hello ,

Thank you for posting.

From your post, my understanding on this issue is: You can not browse

the

internet using IE6 normally, but other network functions work properly.

You

want to know how to resolve it. If I'm off base, please feel free to

let

me

know.

Since you can get email via OE perfectly, I believe that the network connection is working well. Maybe your IE6 is corrupted, so resetting

IE

to

the default settings may help. Please follow the steps below:

1. Delete the cookies DONE

1) Click Start, click Search and click For Files or Folders

2) Type "Cookies" (without the quotation marks) and click Search Now

3) Delete files in the cookie directory DONE

2. Delete all the temporary files DONE

1) Open Internet Explorer

2) Click Tools, click Internet Options and click Delete Files button in

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the

General tab DONE

3. Delete the downloaded objects WHERE DO I FIND THIS? IT WASN'T IN

THE

TOOLS/INTERNET

OPTIONS AREA.
AT LEAST I
COULDN'T FIND IT

- 1) Open Internet Explorer
- 2) Click Tools, click Internet Options and click settings button in the General tab.
- 3) Press View Objects. THERE WAS NO SUCH AREA TO CLICK ON
- 4) Remove all the Objects there.

4. Remove the Plug-Ins in Internet Explorer >

- 1) Close all the Internet Explorer windows.
- 2) Open a Windows Explorer window by right Click My Computer and choose Explore.
- 3) Locate the following folder:
C:\Program Files\Internet Explorer\PLUGINS
- 4) Remove all the files in this folder. DONE

5. Delete SoftwareDistribution folder

- 1) Stop Automatic Updates service.
 - a. Click Start, click Run, type services.msc. I GOT THE FOLLOWING

ERROR

MSG:
CANNOT FIND THE FILE "SERVICES.MSC" (OR ONE ITS COMPONENTS). MAKE SURE THE PATH AND FILENAME ARE ORRECT AND THAT ALL REQUIRED LIBRARIES ARE AVAILABLE.

- b. In the right pane, stop the Automatic Updates service.
- 2) Delete C:\Windows\SoftwareDistribution folder.
- 3) Test the issue again.

6. Reset all settings of Internet Explorer

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- 1) Under the General tab, click Clear history button. DONE
- 2) Under the Security tab, click Default Level button. DONE
- 3) Under the Content tab. Under Content Advisor the button default is "Enable..." THIS AREA ASKED ME FOR A PASSWORD SO I CLICK CANCEL
Click on "Clear SSL" under Certificates, and click on "OK."
THERE WAS

NO

SUCH AREA

- 4) Under "Local Area Network (LAN) settings" click on the "LAN

Settings..."

button – remove all checkmarks and settings unless actually required to

use

a proxy and close the window DONE

- 5) Under the Programs tab, click Reset Web Settings. DONE
- 6) Under the Advanced tab, click Restore Defaults button. DONE
Under Browsing put a checkmark into or remove the checkmark from

"Enable

third-party browser extensions (requires restart)". DONE

- 7) Click on "Apply", then "OK" DONE
- 8) Close Internet Explorer and restart the computer. DONE

AFTER I RESTART I WILL ADD THE RESULTS !

7. Disable all third party Add-ons

- 1) Open Internet Explorer.
- 2) Click Tools to select Manage Add-ons. THERE IS NO SUCH OPTION
- 3) Disable all third party Add-ons.

Please let me know the result. I am looking forward to your reply.

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WHEN I DID THE RESTART FOR THE FIRST TIME I GOT A MESSAGE IN THE LOWER BAR SAYING THAT FOLLOWING WAS BEING DOWNLOADED. "secure.footprint.net....." SINCE I DIDNT KNOW WHAT THIS WAS AND IT HAD NO REFERENCE TO MS OR THE PROGRAM I STOPPED IT AND WENT ON.

I WENT TO MY HOTMAIL ACCOUNT. IT OPENED OK BUT WHEN I TRIED TO DELETE THE TRASH FOLDER THE PC FROZE UP. I HAD TO DO AN ALT/CNTRL/DELETE TO CLOSE IS DOWN. RESTARTED THE PC AND TRIED AGAIN. SAME PROBLEM. THEN I DID A RESTART AND TRIED AGAIN, SAME PROBLEM. I ALSO TRIED OTHER SITES BUT WHEN I WENT TO THE 2nd OR 3rd SITE IT WOULDN'T LOAD UP.

I ALSO TRIED TO ACCESS MY HOTMAIL VIA OUTLOOK EXPRESS, THE WAY I USUALLY GET IT. BUT OE WOULD NOT CONNECT WITH HOTMAIL. BUT I HAVE NO TROUBLE GETTING MY E-MAIL FROM MY ISP ACCOUNT.

IS THERE ANY WAY I CAN RE-INSTALL THE INTERNET EXPLORER WITHOUT MESSING UP MY OUTLOOK EXPRESS. I DID THAT ONCE BEFORE AND IT COPIED OVER OUTLOOK EXPRESS AND I LOST ALL MY SAVED E-MAILS. I'VE TRIED SAVING MY E-MAIL MSG'S BUT I CAN NEVER GET THEM TO OPEN, SO IT'S THE SAME AS IF I LOST THEM WITH THE RE-INSTALL.

Thanks !

Nancy

Sincerely,
Kenxl Zou
Microsoft Online Partner Support

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your newsreader so that others may learn and benefit
from your issue.
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confers no

rights.

From: "Nancy" <nospam@xxxxxxxxxxxx>
Subject: This page cannot be displayed ?
Date: Mon, 6 Mar 2006 21:30:14 -0500
Lines: 10

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X-Priority: 3

X-MSMail-Priority: Normal

X-Newsreader: Microsoft Outlook Express
6.00.2800.1437

X-MIMEOLE: Produced By Microsoft
MimeOLE V6.00.2800.1441

Message-ID:

<e38tb8YQGHA.4688@xxxxxxxxxxxxxxxxxxxxxxxx>

Newsgroups:

microsoft.public.windows.inetexplorer.ie6.browser

NNTP-Posting-Host:

54-180.119-70.tampabay.res.rr.com

70.119.180.54

Path:

TK2MSFTNGXA03.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP10.phx.gbl

Xref: TK2MSFTNGXA03.phx.gbl

microsoft.public.windows.inetexplorer.ie6.browser:358868

X-Tomcat-NG:

microsoft.public.windows.inetexplorer.ie6.browser

Not sure if it's a browser problem or not but

I am using IE6

when it happens. I can get on the first site

but not any sub-

sequent sites thereafter. That's when I get the

This Page

Cannot be Displayed. I can get my e-mail

via Outlook

Express perfectly and fast. But when I go to

the web

it takes forever to load and as I said I can't

get more

than the first page. I then have to re-start to

get to the

next page. Help would be

appreciated.....Thanks !

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