

Re: Urgent Live Search Problem

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2007-09/msg0007>

- *From:* "Rob ^_^" <iecustomizer@xxxxxxxxxxxxx>
 - *Date:* Fri, 7 Sep 2007 18:47:04 +1000
-

Hi MOL,

Can you copy and paste the contents of the Address bar from Internet Explorer back here.

Follow these steps.

1. Open the IE6 Side Search Bar (Ctrl+E)
2. Enter your search terms and click the search button, ensuring that "Show Search Preview(right)" is checked.

In your case you should then see a blank screen on the right hand side.

3. Select the internet address that is displayed in the Address Bar of Internet Explorer for this blank page.
4. Either use Ctrl+ins or right click on the Address bar and select copy from the context menu to copy the address to the clipboard.

5. Paste that address back into you message on this forum for us to inspect.

Another question –

What default language have you selected for Internet Explorer?
Tools>Internet Options – General tab, Language Button. en-us should be at the top of your list. If it isn't, post back with what your language settings are.

Regards.

"Miami Old Lady" <MiamiOldLady@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:FBFE0357-3032-4D76-953A-77B9BA6DA360@xxxxxxxxxxxxxxxxxxxxx>

Hello everyone!

For 4 days now I have been trying to get help to restore the Live Search thumbnail results on the right side of my screen.

My operating system is Windows 2000 Professional SP4. I run Internet Explorer 6 SP1. I cannot upgrade to XP or Vista due to my employers' constraints (some of their applications will not run in either).

I am handicapped. I use Internet Explorer searches (which now invoke the Live Search engine) to do research for which I get paid. It is my main

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source
of income. Unfortunately, recent Microsoft updates have eliminated the
thumbnail views of web sites that used to appear to the right of the
window
after a search (using Live Search). Now the right side of the screen is a
total and complete blank. This was either by design or by mistake on
Microsoft's part.

Due to my handicap, I cannot "hover" over the individual search results
web
site names on the left of the screen to look at what they offer. My hand
moves involuntarily too much and I lose the place.

I have tried other search engines, to see if they showed the thumbnails.
None do. I do not search from the address line. I open the search
assistant
to write in my searches (due to those involuntary movements of my hand).

It is apparent that I do not have viruses or other malware on my
computer.
I have done many lengthy scans using every type of software I could find
and
they are all negative.

Anyone has any ideas? Microsoft is trying to find out what has happened,
and
my case has been elevated to their senior engineers. They have remotely
set
me back(using remote control access to my computer) to IE5 and still no
thumbnails. On the bottom of the screen "show preview (right)" is selected
on
Live Search.

I am certain it was a Microsoft update because I had the thumbnails
immediately before installing them (that's how I connected to the
Microsoft
download web page), and the thumbnails were gone 2 minutes after the
updates
— following a required re-boot.

Anyone has experienced the same problem or has any suggestions? I work
with
one hand and cannot do very technical stuff, but the Microsoft engineers
will
certainly understand any suggestions.

Thanks for the help and attention!