

microsoft.public.windows.inetexplorer.ie6.setup: RE: Connectivity, but can't browse or send/receive

## RE: Connectivity, but can't browse or send/receive

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<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.setup/2004-06/0776.html>

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**From:** William Wang[MSFT] ([v-rxwang\\_at\\_online.microsoft.com](mailto:v-rxwang_at_online.microsoft.com))

**Date:** 06/28/04

Date: Mon, 28 Jun 2004 04:57:20 GMT

Hi Dianah,

Is there any error when you could not connect to a web site via IE while you were able to ping the web site? Can you access the web site via IP address?

Please perform the following steps and see what happens:

Clear Internet Explorer Cache

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- a. Click Start, point to Settings, and then click Control Panel.
- b. Double-click Internet Options.
- c. On the General tab, under Temporary Internet Files, click the Settings button. Click the View Files button. Press CTRL+A to select all files. Press DEL or click the Delete option at the top of the window. Click the Yes button on the dialog box that appears. After all the files are gone, close the window.
- d. Click View Objects. Delete all the objects listed in the right pane. Return to Internet Options.
- e. Return to the General tab, click Clear History.
- f. Empty the temp folder which is usually C:\Windows\Temp for Windows 98 and C:\Documents and Settings\\Local Settings\Temp for Windows XP/2000.

Clear the registry

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WARNING: Using Registry Editor incorrectly can cause serious problems that may require you to reinstall Windows operation system. Microsoft cannot guarantee that problems resulting from the incorrect use of Registry Editor can be solved.

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Backup and then delete the following registry keys:

[KEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Internet Explorer\Plugins\Extension]

[HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Internet Explorer\Toolbar]

[HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Explorer\Browser Helper Objects]

Remove the Plug-Ins for Internet Explorer

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- a. Close all the Internet Explorer window.
- b. Open a Windows Explorer window by right Click My Computer and choose Explore.
- c. Locate the C:\Program Files\Internet Explorer\PLUGINS folder.
- d. Remove all the files in this folder.

Disable third-party browser extensions:

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- a. Click Start, point to Settings, and then click Control Panel.
- b. Double-click Internet Options.
- c. Click the Advanced tab.
- d. Under Browsing, click to clear the "Enable third-party browser extensions (requires restart)" check box.

If the issue persists after performing the above steps, boot the computer to Safe Mode with Networking to test the problem.

1. Restart the computer.
2. Press and hold down the F8 until the Windows Startup menu appears.
3. Choose Safe Mode with Networking and press Enter.

Feel free to let us know if you have any updates.

Sincerely,

William Wang  
Microsoft Online Support Engineer

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>From: "Dianah" <nospam@nospam.com>  
>Subject: Connectivity, but can't browse or send/receive  
>Date: Fri, 25 Jun 2004 11:17:30 -0600  
>Lines: 21  
>X-Priority: 3  
>X-MSMail-Priority: Normal  
>X-Newsreader: Microsoft Outlook Express 6.00.2800.1409  
>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2800.1409  
>Message-ID: <#kzZPhWEHA.1000@TK2MSFTNGP12.phx.gbl>  
>Newsgroups: microsoft.public.windows.inetexplorer.ie6.setup  
>NNTP-Posting-Host: 216.123.228.134  
>Path:  
cpmsftngxa10.phx.gbl!TK2MSFTFEED01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP12  
.phx.gbl  
>Xref: cpmsftngxa10.phx.gbl  
microsoft.public.windows.inetexplorer.ie6.setup:53204  
>X-Tomcat-NG: microsoft.public.windows.inetexplorer.ie6.setup  
>  
>I've got a wierd thing happening, and it started after a reformat of my  
>drive a week ago.  
>  
>I have wide band internet service and seem to have sporatic browsing and  
>email send/receive capability. However, when it does happen, I can ping an  
>ip address or I can successfully ping a url, i.e., www.yahoo.com (doesn't  
>time-out).  
>  
>Sometimes a reboot will fix the problem, but not always. When I can access  
>sites and send email, it all happens with terrific speed, then suddently,  
>it'll all stop ... email and the browser. I've reseated my connections,  
>have uninstalled and reinstalled the latest version of IE and have  
>reinstalled/repared Outlooked. Nothing seems to have a "lasting" effect.  
>When I try a "repair" with the connection, it responds in less than a  
second  
>that it's complete, but I still won't be able to connect with either of IE,  
>Outlook and Outlook Express. They all fail when this happens.  
>  
>Any suggestions ... this is making me just a little bit crazy.  
>Thanks in advance. Diana  
>  
>  
>

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