

RE: Save target as is not active

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-01/msg02671.html>

- *From:* v-terliu@xxxxxxxxxxxxxxxxxxxxxx (Terence Liu [MSFT])
 - *Date:* Mon, 21 Jan 2008 07:57:28 GMT
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Hello Customer,

Thank you for posting here. Let's also thank Holz for the input.

According to your description, I understand that the right-click menu "save target as" of IE on SBS domain client computers unable to work. If I have misunderstood the problem, please don't hesitate to let me know.

Based on my research, I suggest we try the following steps to see if we can resolve this issue:

Step 1: Reset the Internet Options to Default

1. Start Internet Explorer. On the Tools menu, click Internet Options.
2. In the center section, Temporary Internet Files, click on the Delete Files and Delete Cookies button.
3. Click Settings button, and then click View objects and delete all the plug-ins.
4. Click the Security tab, click each item, and click Default Level.
5. Click Privacy tab, change to slider bar to Medium
6. Click Connections tab, click LAN Settings button, and verify the proxy settings are correct.
7. Click the Advanced tab, click Restore Defaults, and uncheck "Enable third party browser extension (require restart)".
8. Click OK and restart the system.

Step 2: Clean Boot

As I know, some 3rd-party software (like Go!Zilla) will cause this issue. I suggest you perform clean boot the client to narrow down this issue:

- a. Click Start, click Run, and then in the Open box, type "MSCONFIG" (without the quotation marks). Click OK.
- b. In the System Configuration Utility (MSConfig) window, click to select the Selective Startup button.
- c. Click to clear the check mark from the "Load startup items" below Selective Startup.

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d. Click the Services tab, click to check the "Hide All Microsoft Services" box, and remove all the check marks from the remained Non-Microsoft Services. Please note that the Exchange services could be marked as non-Microsoft. Please do not disable those services.

e. Click OK to close the MSConfig window. Click Yes when you are asked to restart your computer in order to enable the changes.

f. After restarting, please check whether this issue will reoccur.

g. If there are no more problems, please use the above steps to enable services and startup items one by one in order to figure out the root cause of this issue.

If the issue still exists, I would suggest we reinstall Internet Explorer to see if it help:

Step 3: Reinstall Internet Explorer

1. Please download Internet Explorer 6.0 SP1 from the following link. (You may also test whether it can be downloaded on this machine, if not, please download it on another machine and then copy to this one.)

<http://www.microsoft.com/downloads/details.aspx?FamilyID=1e1550cb-5e5d-48f5-b02b-20b602228de6&DisplayLang=en>

2. Run the Internet Explorer installation file and install it.

3. Restart the machine and test again.

Step 4: Obtain the Hotfix of KB 816868

If the issue persists after reinstalling Internet Explorer, we may obtain and install the hotfix of KB 816868 for a test:

Error message: "Internet Explorer cannot download a file"

<http://support.microsoft.com/?id=816868>

Step 5: Check the Register key on client:

1. Click Start>Run>regedit,

2. Navigate to

HKEY_LOCAL_MACHINE\software\microsoft\Internet Explorer\plugins\extensions\exe,

3. Backup this key and delete it.

4. You may need to repeat the above steps for .zip, .pdf, etc. keys as well if it's there.

5. Restart the machine and test

If we cannot resolve the issue after we perform the above steps, please help me collect some information for further investigation:

1. Do you mean right-click menu "save target as" of IE by "save target as link"?

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2. What's OS of your client computer?
3. What's edition of your client IE?
4. Please capture screenshots on the right-click menu "save target as" of IE and send the pictures to me at v-terliu@xxxxxxxxxxxxxx
5. Run command "gpresult /v > c:\gpresult.txt" on the problematic client, send the files c:\gpresult.txt to me at v-terliu@xxxxxxxxxxxxxx
6. Please try to join a new client computer to SBS domain and restart it, does the issue happen immediately?

I hope these steps will give you some help.

Thanks and have a nice day!

Best regards,

Terence Liu(MSFT)

Microsoft CSS Online Newsgroup Support

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This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:
<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

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| Thread-Topic: Save target as is not active
| thread-index: AchZ/lGgcIIDw3+HSFCUr6AgM403nw==
| X-WBNR-Posting-Host: 207.46.19.168
| From: =?Utf-8?B?bXNrYXptaWk=?= <miskazmii@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| Subject: Save target as is not active
| Date: Fri, 18 Jan 2008 10:17:00 -0800
| Lines: 8
| Message-ID: <63E534F1-B2C4-4EF2-B57A-5ED09BAD3003@xxxxxxxxxxxxxx>
| MIME-Version: 1.0
| Content-Type: text/plain;
| charset="Utf-8"
| Content-Transfer-Encoding: 7bit
| X-Newsreader: Microsoft CDO for Windows 2000
| Content-Class: urn:content-classes:message
| Importance: normal
| Priority: normal
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.2992
| Newsgroups: microsoft.public.windows.server.sbs
| Path: TK2MSFTNGHUB02.phx.gbl
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:87495
| NNTP-Posting-Host: tk2msftibfm01.phx.gbl 10.40.244.149
| X-Tomcat-NG: microsoft.public.windows.server.sbs
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| hi I have SBS server 2003 all client computer are connected to the server
| does not give the option to save target as when I am able to save target
| as
| from any other computer that is not on the domain but is on the same
| network
| . The computer on the domain does show the save target as link but it is
| dull
| like I cannot select it. Mostly it happens when I try to download some
| files
| from the websites. Any help will be appreciated.
|

| Thanks
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