

Re: online scan for updates not working– too secure for ActiveX

Source: <http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2004-04/1891.html>

From: Maurice N (maurice_at_mvps.org)

Date: 04/12/04

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rwilson wrote:

- > *I'm having same problem. I have two symptoms. "Your security*
- > *settings prohibit running activex control on this page" when*
- > *accessing windows update. I'm also getting "Page Cannot Be Displayed"*
- > *when trying to authenticate to www.passport.com*

Start with some basics. Then if you still find an "Error" in your log, do some research, & post back.

Go thru this checklist. If you have any ad-blocker program, disable or exit it before going to Windows Update.

Make very sure your pc has the correct & current date & local time & timezone. Having incorrect time will give the W U servers/programs a hiccup. (ie, don't have it a day ahead or backdated)

You may get to the windows update site, but yet a setting in IE could be the blocker. Recheck your Security & Privacy settings AND the ADVANCED settings in I.E.

1. In Internet Explorer> Tools, click Internet Options, and then click Languages....

If this box is empty, add at least one language -- your usual national language.

If you happen to have 2 or more, move English up on this list.

2. Disengage your Discussion Bar in Internet Explorer: Click View on main IE menu.

Point to Explorer Bar. If "Discuss" has a check mark, click Discuss to *remove the check mark* and clear it.

You may note, if the discussion bar is active, it would appear near the bottom of IE window.

3. I. E. Tools >Internet Options > Advanced Tab > (scroll down thru the list)

These are "some" of the items that I do have CHECKed (selected):

Under HTTP 1.1 settings --

Use HTTP 1.1 (ON / Selected)

+ Enable / check to use HTTP 1.1 with proxy servers ***** <<-----

and under Security :

Clear (un-check) the check box next to "Check for server certificate revocation" . (*OFF*)

Use SSL 2.0 (ON / selected)

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Use SSL 3.0 (ON)

4. Internet Explorer > Tools > Internet Options > Connections Tab
Click on LAN Settings > * Uncheck* the Automatically detect settings.
Make sure _no other_ settings on this screen are enabled.

5. Internet Explorer > main menu /Tools/Internet Options >

Security Tab/ click on green icon Trusted Sites/click Sites button.
Click "Require server verification (https:) for all sites in this zone" to *clear* the selection.

In the "Add this Web site to the zone:" field, add these entries to list of "Trusted Sites" —

type

<http://www.download.windowsupdate.com> (click Add)

<http://v4.windowsupdate.microsoft.com>

<https://v4.windowsupdate.microsoft.com> (with HTTPS)

<http://windowsupdate.microsoft.com>

<http://download.windowsupdate.com>

Click OK.

— — — —

Make sure you are not *disabling* any scripting capabilities in I.E.

Recheck ActiveX acceptance. Instead of disable, try using "prompt".

On the SECURITY Tab > Custom level button > recheck all entries
under Settings. Review items that you may have disabled.

You need to be sure to delete your temp internet cache files on a regular & consistent basis.

I.E. Tools>Internet Options >Advanced —scroll list.

Advanced Tab>>Security sub-section:

"Enable" (click on to activate or tick) "Empty Temporary Internet Files folder when browser is closed".

Apply changes to I.E. & exit out of it. Retry Windows Update from the main Windows Start menus.

If it still does not work, a) The update log file would indicate if & why each failed ———should have error code
+ some text ———again, for each 1.

You need to find & "isolate" the section of the log for that "fail date".

Use Windows' Notepad to open this log:

C:\Windows\Windows Update.log (for Win XP & Win98/Me)

Having found the "error" , then do a "search" on this MS page. See MS Windows Update Troubleshooter

<http://v4.windowsupdate.microsoft.com/troubleshoot/>

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and B) as a last resort. type in or click this HTTPS address
<https://v4.windowsupdate.microsoft.com>

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