

# Internet Explorer Problems

Since most people use IE, and most sites are written to support it, it's important to know how to address common issues that can arise when suddenly unable to access a specific website.

As with any technical problem, the first step is reboot and confirm that you can repeat the problem. The next step is try another PC or check with someone else to see if they have the same problem. If not, then this confirms that the problem has something to do with your PC and you'll want to consider the below procedure.

Step 1: Make sure that you're using a current browser — preferably Internet Explorer version 6. If not, you may want to install the current version. Note that for certain websites many modified browsers such as the AOL browser will not work, nor will many non-standard browsers such as Firefox, Mozilla, Opera, etc.

Step 2: Update and patch your PC by running Windows Update (from IE, select Tools > Windows Update). Accept all critical patches and any Windows updates related to IE. Also update your antivirus and antispware products and do a full system scan with each.

Step 3: Clear your temporary IE settings by selecting Tools > Internet Options and then click the Clear History, Delete Cookies and the Delete Files buttons.

Step 4 — Reset the IE security & advanced settings to the defaults as follows:

1. Security: Go to Tools > Internet Options. You would then click on the Security tab, and reset all four zones to the default level by clicking on the Default Level button for each zone.
2. Privacy: Go to the Privacy tab and reset this to the default level (medium)
3. Advanced: Go to the Advanced tab and click on Restore Defaults.
4. You can also try to add the problematic server as a trusted site by highlighting Trusted sites > click sites > type in the address > click add > uncheck require server verification > click OK > click apply.

Step 5 — Turn off any advanced network security software. If you have any security software (such as a firewall) running on your computer or your network, this could potentially cause problems. Also, if you have McAfee or Norton Antivirus, it is possible that they installed a firewall for you.

Windows XP Users — Select Start > Settings > Control Panel > Windows Firewall, select Off and then OK.

Step 6: There are many ways in which things still can go wrong including some problems that are beyond your control. Sometimes the only solution is to reinstall either IE or possibly the entire operating system (and then all other programs). Since this is an extreme solution, you should try to find some alternate work-around solution that's acceptable. One of these might be to try an alternate browser such as Netscape, Opera, Firefox or Mozilla — although these browsers do not work with as many websites as IE.

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