

Solving Common BROWSER PROBLEMS

If you have trouble with Internet Explorer, you can typically get going on your own by following a few simple steps.

Unusually slow browsing with Internet Explorer

If you are having problems with the way some sites appear, or if the Web seems unusually slow, you may need to clear your browser's cache.

► To clear the browser cache in Internet Explorer:

1. Open Internet Explorer.
2. On the *Tools* menu, select *Internet Options*.
3. Click the *Delete Files* button (see p. 21, Figure 1, A).
4. Check the box next to *Delete all offline content*.
5. Click the *OK* button.

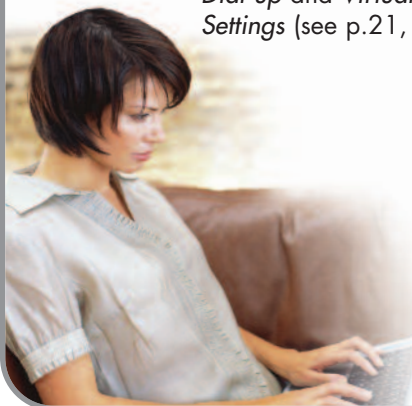
Unable to access any Web sites with Internet Explorer

If you have an active Internet connection but are unable to browse any sites, try disabling any proxy settings.

► To disable proxy settings in Internet Explorer:

1. Open Internet Explorer.
2. On the *Tools* menu, select *Internet Options*.
3. On the *Connections* tab, select your EarthLink connection in the *Dial-up* and *Virtual Private Network settings* list, and then click *Settings* (see p.21, Figure 1, B).
4. Uncheck the box next to *Use a proxy server*, then click *OK*.
5. On the *Connections* tab, click *LAN Settings*.
6. Uncheck the box next to *Use a proxy server for your LAN*, then click *OK*.
7. Click *OK* again to close the *Internet Options* screen.

Note: Proxy settings may be needed for certain Internet programs to work.



Unable to access some Web sites with Internet Explorer

Check that your browser is capable of opening Web pages using 128-bit encryption. One or both of the following processes should fix any encryption issues.

► To verify Internet Explorer encryption settings:

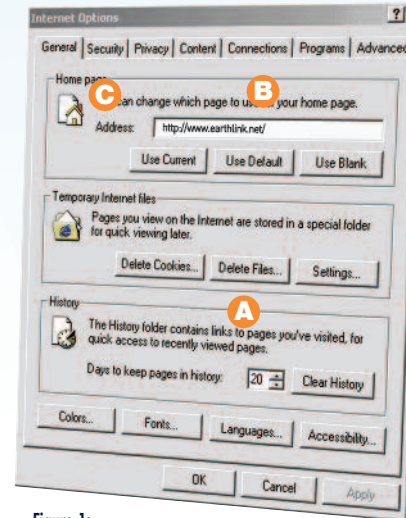


Figure 1:
Internet Options screen

1. Open Internet Explorer.
2. On the *Help* menu, select *About Internet Explorer*.
3. Locate your *Cipher Strength* (listed below the version number). If this strength is below 128-bit, we recommend that you update your version of Internet Explorer. To download the latest version of Internet Explorer, visit: www.microsoft.com/downloads
4. Click *OK* to close the *About Internet Explorer* screen.

► To reset Internet Explorer security settings:

1. Open Internet Explorer.
2. On the *Tools* menu, select *Internet Options*.
3. On the *Security* tab, click the *Internet* icon (see above, Figure 1, C).
4. Click *Default Level*.
5. On the *Privacy* tab, click *Default*.
6. Click *OK* to close the *Internet Options* screen.

Additional Help

For additional troubleshooting tips for your particular connection type or browser, see the tear-out reference card in this guide or visit your Support Center: support.earthlink.net