

TROUBLESHOOTING IE

WHEN IT FREEZE WHEN FIRST STARTING OR WON'T OPEN

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'm sure you are running into this scenario, you want to surf the web but internet explorer (IE) won't start, or it will start but it freezes or has to close the tab. Well here are a few steps you can take to troubleshoot the problem.

1. Go to Start > Programs > Accessories > System Tools > Internet Explorer No Add-ons



If it open and you are able to go to the website you want then the problem is an add-on,

toolbar, or plug-in in internet explorer that is causing it to either lag or crash. Because you were successful in browsing the web with no add-ons you are ready for the next step.

2. Go to Start > Control Panel > Internet Options (Make sure you switch to classic view or large icons)

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Connections	Programs	Advanced
General Se	ecurity Privacy	Content
Home page To create hom http://my.yah	e page tabs, type each ad	dress on its own line.
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Change how w tabs.	ebpages are displayed in	Se <u>t</u> tings
Appearance		
C <u>o</u> lors Lar	nguages Fo <u>n</u> ts	Accessibility
	ок с	ancel Apply

3. Click the programs tab, then click the manage add-ons button in the Manage Add-ons group

dd-on Types	Name	Publisher	Status	File date	١
Toolbars and Extensions	(Not verified) Akamai Technologies, DLM Control	Inc. (Not verified) Akamai Te	Enabled	6/8/2010 6:45 PM	2
 Accelerators	Adobe Systems Incorporated Shockwave Flash Object	Adobe Systems Incorpor	Enabled	2/17/2012 6:13 PM	1
Tracking Protection	Adobe Systems, Incorporated Adobe PDF Reader Adobe PDF	Adobe Systems, Incorpo Adobe Systems, Incorpo	Enabled Enabled	1/3/2012 7:10 AM 10/25/2010 4:13	1
	Adobe PDF Link Helper Adobe PDF Conversion Toolbar	Adobe Systems, Incorpo Adobe Systems, Incorpo	Enabled Enabled	1/3/2012 7:10 AM 10/25/2010 4:13	1
10W:	SmartSelect Class Ask.com	Adobe Systems, Incorpo	Enabled	10/25/2010 4:13	1
elect an add-on to mod	ify status or view details.				

- 4. Choose which add-ons you don't need or want and disable them, if you know of a program that is conflicting with IE you can disable that add-on, then click close and then OK.
- 5. Now open internet explorer, if you are no longer having the same problem then you are good. If you are still having problems then go to the next step.
- 6. Open internet options again and click the advance tab, then click the reset button.
- 7. Open internet explorer, if you are no longer having problems, then you are good, if you are still having problems then you need to follow the next step(s).

8. Open control panel > Add/Remove Programs or Programs and features (vista and win 7)



- 9. To the left pane, Turn Windows Features on or off
- 10. Uncheck the checkbox next to Internet explorer, then click ok. This will uninstall Internet Explorer; you may have to restart your computer.

WINDOWS FEATURES	Ó			
Turn Windows features on or off	2			
To turn a feature on, select its check box. To turn a feature off,				
is turned on.	e			
+ D Games	a l			
Indexing Service				
Internet Explorer 9				
Constant Information Services				
Internet Information Services Hostable Web Core Media Features	凿			
Image And				
🗄 🔲 Microsoft Message Queue (MSMQ) Server				
Print and Document Services				
Remote Differential Compression				
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OK Cancel				

- 11. Once internet explorer is completely turned off, go back to and Turn it back on by checking the checkbox. This will reinstall Internet explorer, you may have to restart your computer.
- 12. Open internet explorer. If it works, good. If you are still having problems, there may be a network or registry issue, download firefox or another browser of your choice and see if you are having the same problem.

I certainly hope you found this document to be useful, I have had to do all of these steps at a certain point a few years ago and want to share this info for those who may be having some of the same problems.

Find more guides like this at <u>http://the-computer-wizard.tripod.com</u> how-to section.

When entering the Web address, enter it as seen above "That means no WWW in front of the address" or else your browser will give you an error.

If you need help with some of the steps e-mail me:

animedragonfighter@yahoo.com or animedragonfighter@hotmail.com you can also visit the

website above and go to the contact section.

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