Mac OS Internet Customer Help Sheet No.21
"Troubleshooting Microsoft Internet Explorer"

This document describes a set procedure for troubleshooting problems and/or crashing/freezing with Microsoft Internet Explorer (IE) web browser software. So that you have an idea of what you may be required to do Microsoft recommends reading this entire document before starting.

PART ONE: FIRST CHECKS

Below are some first checks that can be performed. You are advised to check *all* of the steps in this part before attempting to open/use Internet Explorer again.

Step 1:   **COLD BOOT YOUR MAC**: Select "Shut Down" from the 'Special' menu. When the screen goes black wait for thirty seconds. Then startup your Macintosh.

Step 2:   **INTERNAL HARD DISK**: Check your hard drive over with the latest copy of Disk First Aid (this will usually be found in the "Utilities" folder or on your system software CD/Disk Tools floppy disk). More details on Disk First Aid should be in your manual or contact Apple on 0990 127753.

Step 3:   **REBUILD THE DESKTOP**: Restart your Macintosh computer and hold down the Command-Option (Apple-Alt) keys until you get the message "Are you sure you want to rebuild the desktop?" then click on the "OK" button. More details on this procedure should be given in your manual.

Step 4:   **CHECK FOR VIRUSES** Check your Macintosh out with an anti-virus application such as Symantec's "Norton Anti-Virus" or Dr. Solomon's "Virex".

Step 5:   **CHECK SYSTEM SOFTWARE VERSION**: Select "About This Macintosh" or "About This Computer" from the 'Apple' menu. It will tell you your system software version here.

If Your System Version Is	Recommended Action
B1-7.1, B1-7.1.1, B1-7.1.2	Upgrade the OS or install Open Transport 1.1.2.
B1-7.5, B1-7.5Px	Upgrade using System 7.5 Update 2.0.
B1-7.5.1, B1-7.5.2, B1-7.5.3	Upgrade using System 7.5 Update 2.0.
B1-7.5.3 Update B1-2.0	You have the option of installing System 7.5.5 Update.
B1-7.5.3 Revision 2.x	You have the option of installing System 7.5.5 Update.
B1-7.5.5	No action required.
B1-7.6	Upgrade using Mac OS 7.6.1 Update.
B1-7.6.1	No action required.
B1-8.0	Upgrade using Mac OS 8.1 Update.
B1-8.1	No action required.
B1-8.5	Upgrade using Mac OS 8.5.1 Update.

Step 6:   **APPLE HARD DISK DRIVER**: Make sure you are using the correct version of the hard disk driver for your Apple manufactured hard disks. To check which hard disk driver you are using close all the open windows, click once on your hard disk icon (it should go dark) and select "Get Info" from the 'File' menu. Make a note of what it says for "Where" and contact Apple on 0990 127753 or see General Help Sheet No.2 "Hard Disk Drivers".

Step 7:   **ADDITIONAL OR NON APPLE STORAGE DEVICES**: If you have other storage devices connected to your computer (hard disks, removal media, CD-ROM drives, CD-ROM writers, etc) make sure the software drivers for these devices are SCSI Manager 4.3 compliant (4.3.1 for Mac OS 7.6 or higher). If you are unsure about this please direct your questions towards the device manufacturer, software vendor or dealer first. Neither Microsoft nor Apple can check device driver versions for hardware/software that was not made/written by Apple. The versions you are running can be obtained as listed in step six.

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Step 8: **CHECK INTERNET SOFTWARE VERSIONS**: To do this you should run through Internet Help Sheet No.1 "Connecting".

Step 9: **INTERNET EXPLORER VERSION**: To check which version you are using locate the icon for the Internet Explorer application on your hard disk and then click on its icon once (it should go dark). Now select "Get Info" from the 'File' menu. You will get a window like the one to the right. Check what it says for "Version" against the chart below.

Version	Recommended Action
2.0b3, 2.0, 2.0.1	These are beta or early release versions. Microsoft recommends using version 4.01 or if you have a PowerPC based Macintosh version 4.5.
2.1	You are recommended to upgrade to version 4.01 or if you have a PowerPC based Macintosh version 4.5.
3.0, 3.0b, 3.01	These are beta or early release versions. Microsoft recommends using version 4.01 or if you have a PowerPC based Macintosh version 4.5.
3.01a	You are recommended to upgrade to version 4.01 or if you have a PowerPC based Macintosh version 4.5. Otherwise install the "IE 3.01r5 Updater" and note that this product is not Year 2000 compliant.
4.0p1, 4.0p2, 4.0, 4.0a	These are beta or early release versions. Microsoft recommends using version 4.01 or if you have a PowerPC based Macintosh version 4.5.
4.01	If you have a PowerPC based Macintosh you are recommended to upgrade to version 4.5. Otherwise install the "Internet Explorer 4.01 Updater".
4.5	This is the latest version of Microsoft Internet Explorer

PART TWO: OPTIMUM APPLICATION/SYSTEM SETTINGS

The following steps give details of optimum settings for your system and Internet Explorer. If you have been recommended to fix, install or update anything in "Part One: First Checks" your software may already be corrupted and/or you are recommended to start afresh with a clean install of the system software (see "Part Three: Installing/Updating Software" below). With this part (two) you should check each step and if you have to do something you should then retry Internet Explorer before proceeding to the next step to see if it has fixed the problem.

Step 1: **POTENTIALLY UNSTABLE CONNECTION 1**: Make sure you have the correct modem/port set in your internet connection software (see Internet Help Sheets 2 to 10).

Step 2: **POTENTIALLY UNSTABLE CONNECTION 2**: Make sure your computer's modem is connected directly to a BT or equivalent wall socket. Try not to use adapters, splitters and/or extension cables. If you plug a normal telephone into the same socket do you get a nice clear line or are there cracks, pops and/or whistling noises on the line? Check the quality of your line with your telephone company. They can usually check this for you.

Step 3: **RAM DOUBLER/MEMORY ENHANCERS**: Internet software in general does not like memory enhancement utilities like RAM Doubler and RAM Charger. You should try turning these off temporarily for Internet usage.

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Step 4: **IE CACHE FILES**: Explorer cache's information to your hard disk. This information can become corrupt. This is very likely if you experience a freeze or crash while starting the application/browsing the web. If this happens *always* delete the cache files and run Disk First Aid (see Part One: First Checks). Drag the cache files to the "Wastebasket" (make sure the wastebasket goes dark before you let go of the mouse button). Select "Empty Wastebasket" from the 'Special' menu. Then restart your Macintosh. Depending on which version of IE you have your cache files will be found in slightly different places.

IF YOU HAVE IE 2.x: Double click on your hard disk icon, double click on the "System Folder", double click on the "Preferences" folder, double click on the "Explorer" folder, double click on the "Cache" folder. Select "Select All" from the 'Edit' menu (all the items in the folder should go dark). Now you can drag them to the wastebasket.

IF YOU HAVE IE 3.x: Double click on your hard disk icon, double click on the "System Folder", double click on the "Preferences" folder, double click on the "Explorer" folder, double click on the "Explorer Cache" folder. Select "Select All" from the 'Edit' menu (all the items in the folder should go dark). Now you can drag them to the wastebasket.

IF YOU HAVE IE 4.x: Double click on your hard disk icon, double click on the "System Folder", double click on the "Preferences" folder, double click on the "MS Internet Cache" folder. Select "Select All" from the 'Edit' menu (all the items in the folder should go dark). Now you can drag them to the wastebasket.

Note: If your Mac states that one or more of the items could not be deleted try selecting "Empty Wastebasket" from the 'Special' menu while holding down the option key (alt). If the files still cannot be deleted restart your Mac and check your hard disk with 'Disk First Aid'.

Step 5: **IE PLUG-INS**: Explorer using plug-ins to help it utilise the different types of information on the internet. These plug-ins can become corrupted or even conflict with each other. This is very likely if you experience a freeze or crash while starting the application/browsing the web. If this happens drag all the plug-ins to a 'safe' folder (i.e. a folder you are not going to delete or the Internet Explorer folder itself. The plug-ins folder can be found inside your Internet Explorer folder.

Step 6: **MEMORY ALLOCATION**: To increase the RAM allocation locate the icon for the Internet Explorer application (usually found inside the "Internet Explorer" folder"). Click on the icon once (it should go dark). Now select "Get Info" from the 'File' menu. You will get a window like the one to the right. If you are using Mac OS 8.5 or later you will need to select "Memory" from the 'Show' pop-up menu first. Check what is listed in the Memory Requirements section. Increasing the "Preferred Size" will allocate more RAM to IE.

Note: As a good rule of thumb:
"Minimum Size = Suggested Size"
"Preferred Size = Suggested Size x 1.5"

Step 7: **REMOVE EXPLORER PREFERENCES FOLDER**: Double click on your hard disk icon, double click on the "System Folder", double click on the "Preferences" folder. Locate the "Explorer" folder and drag it to your desktop. *Do not delete this folder as it contains ALL your Explorer settings including your favourites list*. Restart the computer and try IE again. If the application now works one of your settings files was corrupted. You should delete the old "Explorer" folder and recreate your settings from scratch.

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Step 8: **REDUCE SCREEN RESOLUTION AND COLOUR DEPTH**: If your computer supports this functionality this can usually be done via the "Monitors", "Sound And Monitors" or "Monitors And Sound" control panel.

Step 9: **DISABLE INTERNET EXPLORER FEATURES**

IF YOU HAVE IE 2.x: Launch IE. Select "Options" from the 'Edit' menu and then disable the features on the following tabs:

PAGE&LINK:	Disable the media settings ('Show Pictures', 'Play Sounds' and 'Show' Video). These settings are resource intensive and may destabilise slower systems.
DISPLAY:	Disable "Show Tool Bar" and "Show Icon Animation". Animation depends on Apple's thread manager, which may not function smoothly on older computers.
HOME/SEARCH PAGE:	Click "Use None" to set the Home Page to none.
PROXY:	Make sure the proxy settings, which are usually in the form of Internet Protocol (IP) addresses, are correct.
ADVANCED:	Empty the 'History' cache, empty the 'Disk' cache and clear the 'Support Multiple Connections' check box.

In the main 'Options' window clear the 'Use Internet Config' settings check box.

IF YOU HAVE IE 3.x: Launch IE. Select "Preferences" from the 'Edit' menu and then disable the features on the following tabs.

BROWSER DISPLAY:	Disable "Show Icon Animation" and "Show Button Bar" in the 'Toolbar Settings' section.
HOME/SEARCH PAGE:	Click "Use None" to set the 'Home Page' to none.
ADVANCED:	Click the "Empty Now" button in the 'Cache' section.
PROXY:	If you are accessing the internet through a proxy server (a server on a local area network that lets you connect to the internet without using a modem), make sure that proxy is enabled and that the proxy settings are correct.

IF YOU HAVE IE 4.x: Launch IE. Select "Preferences" from the 'Edit' menu and then disable the features on the following tabs.

BROWSER DISPLAY:	Disable "Show Icon Animation", "Show Button Bar", "Show Favorites Bar" and "Show Explorer Bar" in the 'Toolbar Settings' section.
HOME/SEARCH PAGE:	Click "Use None" to set the 'Home Page' to none.
SUBSCRIPTIONS:	Set 'Check For Changed Sites' to "Manually".
ADVANCED:	Click the "Empty Now" button in the 'Cache' section. If you have a direct connection to the internet check that "Automatically Connect To The Internet If A Page Is Not Cached" is checked (with an X in the box).
PROXY:	If you are accessing the internet through a proxy server (a server on a local area network that lets you connect to the internet without using a modem), make sure that proxy is enabled and that the proxy settings are correct.

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Step 10: **ELIMINATE EXTENSION CONFLICT**: An additional piece of software added to your computer could be conflicting with Internet Explorer. To eliminate this possibility use your "Extensions Manager" control panel to switch your extension set to your recommended system software only and then restart your Macintosh.

IF YOU HAVE SYSTEM 7.1.2 or lower contact Apple on advice for troubleshooting your extensions as you do not have an Extensions Manager control panel.

IF YOU HAVE SYSTEM 7.5.x select your System OS version from the 'Sets' menu.

IF YOU HAVE MAC OS 7.6 or later select your "Mac OS ALL" from the 'Selected Set' pop-up menu then click on the "Restart" button at the bottom.

Note: If you are testing Internet Explorer while connected to the internet at this step you will also need to turn on any extensions required to access the internet (such as modem software, Open Transport, ARA) so that you can actually connect for testing purposes.

Step 11: **BAD HTML CODE OF WEB PAGE**: Some web pages are not well written or contain fancy features that might cause problems. The HTML code or the content of the page could potentially crash IE. Check to see if IE is crashing when you visit particular pages/sites only. If the crashes only occur at those pages/sites then the page/site could be at fault or you may not have the right IE plug-in to utilise the facilities of that site. If the page has been well designed it should have an information section detailing what you will need to view the site correctly. If you have IE 3.0 or later you can switch off a lot of the fancy features of an internet page and just view the plain text. You can toggle these settings in the "Web Content" and "Java" settings within the IE 'Preferences' to see if this is what might be causing the problem(s).

Step 12: **DISK CACHE**: Because IE writes information to the hard disk it can be very useful to increase the Macintosh's Disk Cache size. Open your "Memory" control panel and check the setting for "Disk Cache". As a good rule of thumb this should be 32Kb multiplied by how much physical RAM you have installed (check the 'available built in memory' in the Virtual Memory section of the "Memory" control panel if you don't know).

For example: 16Mb RAM = 512Kb disk cache, 32Mb RAM = 1024Kb disk cache.

PART THREE: INSTALLING/UPDATING SOFTWARE

If all the above steps in parts one and two have been checked/performed then there are only a few possibilities left and they would point to a more serious (software) corruption or the need for installation and/or updating of software. Follow the steps below to eliminate these one by one. After each step *remember* to use the Optimum Settings listed above in part two *before* testing Internet Explorer out. In doing the following steps you will lose Internet Explorer's "Favourites" settings so make a note of them or back these up before continuing.

Step 1: **IE CORRUPTED/REINSTALL**: Fully remove IE and then reinstall. For information about removing/reinstalling IE see Help Sheets 22 (removal) and 12 (re-install).

Step 2: **APPLE INTERNET CONNECTION KIT CORRUPTED/REINSTALL**: If you use the Apple Internet Connection Kit it is possible that some of its software has become corrupted. Remove and reinstall the AICK (see Internet Help Sheet No.4 "Install AICK").

Step 3: **SYSTEM SOFTWARE CORRUPTED**: If IE is still not working properly "clean install" your system software (contact Apple for instructions on how to do this), then install your internet access software (see Internet Help Sheets 1 to 10) and then install Internet Explorer (see Internet Help Sheet 12). Do ***not*** install anything else on the computer until you have established that Internet Explorer is working correctly.

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Note: If IE is still not working go to step four below. If it is now working successfully you may now add your other software and hardware items one at a time testing IE after each installation. If IE stops working then it is 99% certain the last item you installed is causing the problem. Contact the relevant manufacturer/vendor of this product for help.

Step 4:   **HARD DISK CORRUPTED**: If IE is still not working properly "erase clean install" your system software (contact Apple for instructions on how to do this), then install your internet access software (see Internet Help Sheets 1 to 10) and then install Internet Explorer (see Internet Help Sheet 12). Do ***not*** install anything else on the computer until you have established that Internet Explorer is working correctly.

Note: If IE is still not working go to step five below. If it is now working you may now add your other software and hardware items one at a time testing IE after each installation. If IE stops working then it is 99% certain the last item you installed is causing the problem. Contact the relevant manufacturer/vendor of this product for help.

Step 5:   **CONTACT MICROSOFT TECHNICAL SUPPORT**: If Internet Explorer still fails to work make a note of what steps you have followed and any (error) messages that have appeared before contacting Microsoft technical support.

FREQUENTLY ASKED QUESTIONS

Q. I have heard that Microsoft Internet Explorer 4.5 can self-heal. Can I make use of this feature in troubleshooting Internet Explorer?
A. Yes. You should run through Part One: First Checks at the beginning of this document and use this quick test to make sure the IE application and its associated system files are working correctly:

Step 1:   Start up your Macintosh with extensions off (hold down the shift key at startup until the extensions off/disabled message appears).

Step 2:   Then open the "Microsoft Internet 4.5" or "Internet Explorer 4.5" folder and locate the "Help" folder inside the "Internet Explorer 4.5 Folder".

Step 3:   Inside this folder, double click on the "Welcome.htm" file. This should force, if necessary, Internet Explorer to perform a "first run" installation and then open the application with the welcome page to the html based help files.

Note: If this is successful it is most likely that you have an extension conflict or something has become corrupted with your system software. Follow the appropriate steps in Parts Two and Three to resolve these potential issues.

Note: If this is not successful it is most likely that some of your Microsoft Internet software has a problem. You are recommended to completely remove Microsoft Internet 4.5 software and then reinstall it. Internet Help Sheet 22 "Removing Internet Explorer" can help you with this process.

Q. Where can I get anti-virus software from?
A. "Norton Anti-Virus" is available from Symantec (01628 592222 – www.symantec.com/uk). "Virex" is available from Dr. Solomon's Software (01296 318700 – www.drsolomons.com).

Q. My system software version doesn't have B1 in front of it?
A. You are not using a British version of the system software. Contact Apple for more information regarding this and how it will affect you and the software/updates you install.

Q. How can I tell if I have got an Apple manufactured hard disk?
A. Run Apple's "Drive Setup". This will list your SCSI/IDE devices. If your hard disk/hardware device is listed as "Not Supported" then you have third party hardware. If you have an old 68K Mac run "Apple HD SC Setup". If it doesn't find your SCSI hard disk you have third party hardware.

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Q. I have a third party hard disk/device, so what driver software should I use?
Q. Where can I get more information about hard disk drivers?
A. You are recommended to read and work through the advice given in General Help Sheet 2 "Hard Disk Drivers for British/US System Software".

Q. I have "call waiting' for my telephone. Is this a problem?
A. It can be. When you are using the phone and get another call a beep will notify you that you have another call. If you are connected to the internet at this time with a modem the beep can cause your modem to lose the connection potentially crashing/freezing your Mac.

Q. I have RAM Doubler/RAM Charger. Why should I turn it off to use the internet?
A. A lot of internet software, especially world wide web browsers, cache (write) information to RAM and to the hard disk. Having system enhancements like RAM Doubler might decrease performance or even cause conflicts. Try using the internet with and without your enhancement software and see which gives you the best performance/stability.

Q. I cannot find Internet Explorer's cache files (as detailed in Part Two: Step 4)?
A. This will be the case if you changed the location of the "Cache" in the 'Advanced' section of the Preferences for Internet Explorer. If you changed the location you will need to go the location you set to delete the files.

Q. Where can I get more information on Internet Explorer plug-ins/add-ons?
A. You are recommended to read Internet Help Sheet 13 "Internet (Explorer) Extras".

Q. Memory allocation (Part Two: Step 6) worked really well. Is it just for Internet Explorer?
A. No. The memory allocation tip can be used for any application installed on your Macintosh.

Q. I have disabled all the features you listed in Part Two: Step 9. Internet Explorer now works fine but what do I do now?
A. Turn the features back on one at a time until IE stops working. The last feature you turned on is the one that is causing the problem. Once you have found out which feature it is contact Microsoft technical support for guidance.

Q. I am trying to view QuickTime (VR) movies on the internet but the web page reports that I need QuickTime 3 (or later) and I already have this version installed. What's wrong?
A. IE 4.5 only comes with version 1.1.1 of the QuickTime Plugin. To utilise the benefits of a later version of the QuickTime Plugin you will need to install the plugin that comes with the latest version of QuickTime.

Q. Where can I get the latest version of QuickTime from?
A. Go to www.apple.com/quicktime where you will be able to download it.

Q. How do I install the QuickTime plugin?
A. Run the QuickTime installer. If you do not have the latest version of QuickTime installed select the "Easy Install" and click on the "Install" button. If you already have the latest version of QuickTime installed select "Custom Install" and then click on the triangle to view the install options. Select (put an X in the box) for QuickTime Plugin QuickTime folder *and* Plug-Ins folder.

Q. I have heard that Internet Explorer 4.5 integrates with Mac OS 8.5.x's Sherlock feature but I don't appear to have a Sherlock button? What's wrong?
A. Internet Explorer 4.5 will only integrate with Mac OS 8.5.x's Sherlock if the Sherlock application is located in its default install location which is Hard Disk > System Folder > Apple Menu Items folder. If Sherlock is not in this location then IE 4.5 will not integrate with it. Please note Sherlock's name must not be changed from "Sherlock" and an alias of the application will not work either. You should note that Apple do not recommend moving the Sherlock application as updates to the Mac OS check the default install location as does Internet Explorer 4.5.

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Q. What is Internet Config?
A. Internet Config is a third party utility that helps keep all your internet configuration details in one place. Microsoft recommends having this utility installed on your Macintosh if you are using Microsoft Internet Explorer. IE (except IE 2.x) will install Internet Config for you *unless* you have an Internet Config folder in the root directory of your hard disk. To check for this double click on your hard disk icon and look for a folder called "Internet Config". If you do not have one, the utility will be installed for you. However, please note Microsoft applications will only check this (recommended) location. It will not check the rest of your hard disk. Other applications or even the Mac OS may install Internet Config elsewhere on your hard disk. Microsoft recommend checking your hard disk and removing duplicate copies of Internet Config if you have them.

Q. I am using Internet Explorer 3.01/4.01. Can I put the "Microsoft Internet Applications" folder somewhere else on my hard disk?
A. Microsoft recommends keeping your "Microsoft Internet Applications" at the root of your hard disk especially if you're installing any extras or updating Internet Explorer/Outlook Express. If you have Microsoft Office 98 you are *not* recommended to put it in the "Microsoft Office 98" folder.

Q. Is there anywhere else I can get information on Microsoft Internet products?
A. If you have access to the World Wide Web (from another computer if necessary) then there is always up to date information concerning Microsoft Internet Explorer at www.microosft.com/ie/mac. This page also contains information on any updates or patches available for Internet Explorer. There is a third-party information source on troubleshooting Internet Explorer for Macintosh at www.macfixit.com/reports. Please note that this web site is in no way affiliated with Microsoft but is certainly a recommended read.

PLEASE NOTE

- Microsoft strongly recommend that you backup any important data files before you attempt an update install/restore of your system software especially any files you have in the "Documents" folder (if you have one). To back up your files copy them to an external storage device such as a second hard disk, SyQuest or Zip/Jaz drive. If you don't have any of these you will need to backup your data on to floppy disks. If you have files that are larger than 1.4Mb you will need a third party compression application like "Stuffit Deluxe" (from Aladdin), "Disk Doubler Pro" (from Symantec) or the shareware utilities Stuffit Lite, Compact Pro or Zip It.

- Where Pipex is mentioned as an ISP this is not a recommendation or endorsement by Microsoft and the information is offered as a guideline only because Pipex is one of Apple's recommended ISPs in the UK. Microsoft cannot guarantee the quality of any ISP listed in this document.

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