

Microsoft Knowledge Base Article - 175722

Internet Explorer Cannot Open the Internet Site...



[View products that this article applies to.](#)

This article was previously published under Q175722

SYMPTOMS

When you start Internet Explorer, you may receive the following error message:

Internet Explorer 4.x

Internet Explorer cannot open the Internet site *Web address*. A connection with the server could not be established.

Internet Explorer 5

The page cannot be displayed

The page you are looking for is currently unavailable. The Web site might be experiencing technical difficulties, or you may need to adjust your browser settings.

Cannot find server or DNS Error

CAUSE

This error message can occur for any of the following reasons:

- Multiple copies of the Wsock32.dll file are installed on your computer.
- An incorrect version of the Wsock32.dll file is installed on your computer.
- If you try to view a file (file://) you do not have permissions to view.
- Intermittent connection problems, low system resources, and dropped connections while attempting to load the Web page.
- You are using America Online as your Internet service provider, and there is not a Dial-Up Adapter installed, but there is an AOL Adapter.
- Unable to resolve the DNS name, or the DNS server returned an error.
- Corrupted cookies can also cause this issue with Internet Explorer 5.
- The Internet Explorer connection settings for the dial-up connection are configured to use a proxy server.

RESOLUTION

To resolve this issue, use the appropriate method:

Verify DNS Server Settings

Verify your DNS Server settings with your network administrator, and make sure the DNS servers are working properly.

Rename the Additional Wsock32.dll Files

1. Click **Start**, point to **Find**, and then click **Files Or Folders**.
2. In the **Named** box, type **wsock32.dll**, and then click **Find Now**.
3. Rename any copy of the Wsock32.dll file that is not located in the Windows\System folder. To rename a file, right-click it, type the new file name, and then press ENTER.

Replace the Wsock32.dll File

1. Restart Windows 95, press the F8 key when you see the "Starting Windows 95" message, and then choose **Safe Mode Command Prompt Only** from the Startup menu. For Windows 98, restart your computer, press and hold down the CTRL key after your computer completes the Power On Self Test (POST), and then choose **Safe Mode Command Prompt Only** from the Startup menu.
2. Rename the Wsock32.dll file in the Windows\System folder to Wsock32.old. Note that this assumes you do not have a file named Wsock32.old. If you do have a file by this name, use a file name extension that is not currently in use.
3. Restart Windows 95/98 normally.
4. Extract a new copy of the Wsock32.dll file from your original Windows 95/98 CD-ROM or floppy disks into the Windows\System folder. For information about how to extract a file, please see the following article in the Microsoft Knowledge Base:

[129605](#) How to Extract Original Compressed Windows Files

5. Restart your computer.

Viewing a File (file://) You Do Not Have Permissions to View

Contact your system administrator to obtain permissions to view the appropriate file.

Connection Problems, Low Resources, Dropped Connections

If you have connection problems, or dropped connections, try again until you successfully establish a good connection. If your computer's system resources are low, close unneeded programs, or restart your computer.

Corrupted Cookies

The workaround is to delete the contents of the Cookies folder, but doing this may cause you to lose customization on some Web sites. You may want to move the contents of the Cookies folder temporarily, try connecting to the Internet, and then move the cookies back a few at a time to determine which ones are corrupted.

Reconfigure the Proxy Server Settings in Internet Explorer

To reconfigure your proxy server settings:

1. In Internet Explorer, click **Internet Options** on the **Tools** menu.
2. Click the **Connections** tab.
3. Select the dial-up connection, and then click the **Settings** button.
4. Clear the **Automatically detect settings** and **Use proxy server** check boxes are not selected.

Remove the Winsock 2 Update

Remove the Winsock 2 update by running the C:\Windows\Ws2bakup\Ws2bakup.bat file. For additional information, click the article number below to view the article in the Microsoft Knowledge Base:

[191064](#) Error Messages When Running TCP/IP-Based Utilities or Programs

Remove and Reinstall Dial-Up Networking

For information about how to remove and reinstall Dial-Up Networking, see the following article in the Microsoft Knowledge Base:

[181599](#) How to Remove and Reinstall Dial-Up Networking and TCP/IP Files

MORE INFORMATION

The Windows 95 Wsock32.dll file is 65 KB in size and has a date stamp of 7/11/95. In some versions of Windows 95 OEM Service Release 2 (OSR2), the Wsock32.dll file may have a different date stamp. The Windows 98 Wsock32.dll file is 40 KB in size and has a date stamp of 5/11/98. The Wsock32.dll file included with Windows 98 Second Edition is 40 KB in size, with a date of 4/23/99.

For more information about this issue, see the following article in the Microsoft Knowledge Base:

[175039](#) Err Msg: A Connection to the Server Could Not Be Established

For more information about using the Extract tool, click Start, point to Programs, click MS-DOS prompt, type "extract" (without quotation marks), and then press ENTER. Or, see the following article in the Microsoft Knowledge Base:

[129605 How to Extract Original Compressed Windows Files](#)

The information in this article applies to:

- Microsoft Internet Explorer 5.01 for Windows 98 SP 1
- Microsoft Internet Explorer 5.01 for Windows 98 SP 2
- Microsoft Internet Explorer 5.0 for Windows 98
- Microsoft Internet Explorer 4.01 for Windows 98 SP 1
- Microsoft Internet Explorer 4.01 for Windows 98 SP 2
- Microsoft Internet Explorer 5.01 for Windows 95 SP 1
- Microsoft Internet Explorer 5.01 for Windows 95 SP 2
- Microsoft Internet Explorer 5.0 for Windows 95
- Microsoft Internet Explorer 4.01 for Windows 95 SP 1
- Microsoft Internet Explorer 4.01 for Windows 95 SP 2

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