Computer Tips

Common Browser Issues

Often we have customers come into the shop, reporting that their Internet browser is not working. In this article we will give you some of the common reasons why your Internet browser may stop working.

The most common Internet browser is Internet Explorer. Mozilla Firefox is a close 2nd, along with Safari (Mac users), and Opera. We use and recommend both Internet Explorer (IE) and Mozilla Firefox; but for this article we will explore Internet Explorer.

The most common reason why IE will not work, is that it is simply out-of-date. IE 9 has just been released, but I will not launched it on our computers as yet. IE 8 is what I would consider the current stable option for IE users.

If however you are running IE 7 or even IE 6, you will encounter format and speed loading issues on a lot of websites. This is because most websites are created using current scripting technologies which older Internet browsers cannot render. This leads to page layout problems, scripting errors, and even complete failure to load the web page. The easy solution is to update your IE to version 8.

Another common reason why your IE will not work, is due to toolbars. Toolbars are add-ons to the main browser, that offer convenient links to Internet services. Common toolbars are Google (for convenient search options), Ninemsn (for quick access to news, weather, finance, and other goodies), and Yahoo (for easy access to mail, news, and other information). Other common toolbar additions relate to your Internet security programs, such as Norton, Trend Micro, Macfee, etc. These toolbars are good additions to your web browser.

There are however many other toolbars that are not as good for your browser. Most online game sites and many malicious spyware programs have a toolbar that attach to your browser, and actually slow or disrupt its normal function. Examples are Bigfish Games, Mirar, Zango, MyWebSearch, Ask Toolbar, Conduit, and some online media players, such as Limewire and Vuze. All of these toolbars will in someway disrupt or compromise your web browser. We recommend if you must have toolbars on your browser, use only the known reliable ones such as Google and Yahoo. Ultimately your browser will run the best without any toolbar add-ons.

Some Internet Explorer errors are actually caused from your Internet connection, rather than from the browser itself. A common one we encounter is after a spyware or rogue program infestation. The rogue software has been removed completely, but the Internet browser will not connect online. This is usually because the rogue software has enabled the browser's proxy server settings, to allow the rogue software to send home its collected user information. Disabling the proxy server settings immediately restores your browser's connection.

For further information or help with your PC, please call us on 4171 0981, or go to our website at http://www.mcsit.com.au.