

Cannot access or log on to secure Web sites with Norton Internet Security or Norton Personal Firewall

Situation:

Secure Web sites can include, but are not limited to, the following sites:

- Any site with a logon prompt (such as those related to Web-based email or online banking)
- Any site using the HTTPS or SSL protocols
- Any site that transmits sensitive data.

You cannot access or you cannot log on to a secure Web site while Norton Internet Security or Norton Personal Firewall is enabled.

Solution:

This problem usually happens if access to secure (https) sites is turned off, if Privacy Control is configured to block logon information, or if a required service fails to start with Windows.

To fix this problem, start with the first section, "To verifying that you can connect to a secure site," and follow the instructions from there.

To verify that you can connect to a secure site

1. Start Norton Internet Security or Norton Personal Firewall.
2. Double-click **Privacy Control**.
3. Click **Custom Level**.
4. Make sure that the option **Enable Secure Connection** is checked.
5. Click **OK**, and then click **OK** again.
6. Close your browser.
7. Exit Norton Internet Security or Norton Personal Firewall.
8. Open your browser and try to connect.

If you still cannot access or log on to a secure Web site, then go on to the next section, "To checking your confidential information protection."

To check your confidential information protection

1. Start Norton Internet Security or Norton Personal Firewall.
2. Double-click **Privacy Control**.
3. Click **Custom Level**.
4. Examine the setting for Confidential or Private Information. If it is set to High, change the setting to **Medium**.
5. Click **OK**, and then click **OK** again.
6. Exit Norton Internet Security or Norton Personal Firewall.
7. Return to the secure site and try to log on again. If you are prompted to allow Confidential information to go out, click **OK**.

If you can log on, you know that Confidential information blocking was preventing the logon. Leave the Confidential Information setting in Privacy section at **Prompt**. If you are still unable to access or log on to a secure Web site, then go on to the next section, "Making sure that Symantec services are loading."

Making sure that Symantec services are loading

Sometimes third-party applications, technicians, or troubleshooting documentation may have you disable a required Symantec service and it was not turned back on. Make sure that all Symantec Services are starting properly.

Follow the steps in the section below for the version of Windows you are using.

To make sure that Symantec services load in Windows 2000:

1. On the Windows taskbar, click **Start > Settings > Control Panel > Administrative Tools > Services**.
2. In the Services window, make sure that all services that have "Symantec" or "Norton" in the name are started, and that the Startup Type is set to Automatic. These services may include some or all of the following:

- Symantec Settings Manager
- Symantec Password Validation
- Symantec Network Proxy
- Symantec Network Drivers Service
- Symantec Event Manager
- Symantec Core LC
- Norton AntiVirus Auto-Protect Service

3. If one of the above services is not set to Automatic, double-click the service, set the Startup type to **Automatic**, then click **OK**.
4. Close the **Services** window.
5. Restart the computer.
6. Try to access or log on to a secure site.

To make sure that Symantec services load in Windows XP:

1. On the Windows taskbar, click **Start > Run**.
2. In the Open box, type the following text:

msconfig

3. Click **OK**.
4. On the Services tab, make sure that all services that have "Symantec" or "Norton" in the name are checked.
These services may include some or all of the following:

- Symantec Settings Manager
- Symantec Password Validation

Symantec Network Proxy
Symantec Network Drivers Service
Symantec Event Manager
Symantec Core LC
Norton AntiVirus Auto-Protect Service
Advanced Tools Check

5. Click **OK** to close the System Services editor.
6. Restart the computer.
7. Try to access or log on to a secure site.

To make sure that Symantec services load in Windows 98/Me:

1. On the Windows taskbar, click **Start > Run**.
2. In the Open box, type the following text:

msconfig

3. Click **OK**.
4. On the Startup tab, make sure that all services that have "Symantec", "Norton," or "cc" in the name or path are checked.
These services may include some or all of the following:

ALUAlert
ccApp
Symantec Core LC
IS CfgWiz
URLLSTCK.exe
Advanced Tools Check
NPROTECT
ccEvtMgr
ccSetMgr
ccProxy
ScriptBlocking

5. Click **OK**.
6. Restart your computer.
7. Try to access or log on to a secure site.

If you still cannot access or log on to secure sites, then read the document Cannot access a specific Web site after installing Norton Internet Security or Norton Personal Firewall 2005 for additional troubleshooting steps.

Product(s): Norton Internet Security 2003 6.0, Norton Internet Security 2004 7.0, Norton Internet Security 2005 8.0, Norton Internet Security 2005 AntiSpyware Edition 8.2, Norton Internet Security 2006, Norton Internet Security Professional 2003, Norton Internet Security Professional 2004 7.0, Norton Personal Firewall 2003 6.0, Norton Personal Firewall 2004 7.0, Norton Personal Firewall 2005 8.0, Norton Personal Firewall 2006
Operating System(s): Windows 98, Windows 98 SE, Windows Me, Windows 2000, Windows XP Home Edition, Windows XP Professional Edition, Windows 98SE
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