

## Re: OT (Slightly) ZoneAlarm Problem

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*Source:* <http://sci.tech-archive.net/Archive/sci.electronics.design/2006-01/msg00608.html>

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- *From:* Mark Ferguson <nunya@xxxxxxx>
  - *Date:* Wed, 04 Jan 2006 09:03:28 -0700
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Jon wrote:

I have a problem with Zonealarm. When I try to access a website, I get the message "Page Can not be Displayed". Disabling ZoneAlarm fixes the problem. However, this defeats the purpose of having a firewall in the first place!

I'm using the free version, and I'll assume the paid version is similar enough for this to work.

When ZA blocks something it logs what it did and what program/process was doing the Bad Thing that triggered it.

Turn ZA on, and Open ZA's Control Center and click Alerts and Logs. In the Main tab, make sure Alert Events Shown is on and under advanced, that archiving is on.

Then try to access one of these "undisplayable" pages (set your browser window size so that ZA stays visible).

If an alert doesn't come up to tell you why ZA blocked the site, check the log to see what ZA did when you tried to access the page. You may need to look under both programs and firewall on the Alerts and Logs page.

It may be something as simple as an active-X or Java control, media player, or other plugin trying to fire up that you told ZA wasn't allowed to run on your machine via the internet. You may not be aware you so instructed ZA to do this; look at your settings under Program Control -> Programs.

Wait; is this some websites, or all websites? At the top of the Control Center is a padlock; is it open or closed? If closed, click the Main tab in Program Control and check your Automatic Internet Lock settings.

Mark L. Ferguson

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