

Detailed analysis on the issue where:

## Internet Explorer is unable to open Office documents from an SSL Web site

*NOTE: This is a third party issue.*

*Microsoft has confirmed that this is a problem in the Microsoft products.*

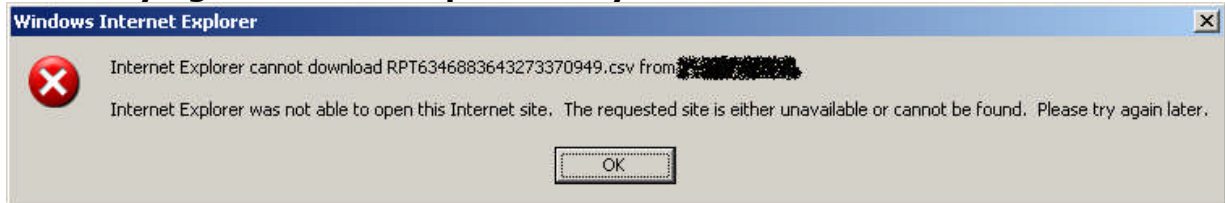
### ISSUE:

When you attempt to open or download a Microsoft Office document (.csv file, .doc file, .xls file, .ppt file, and so on) from a secure Web site in Internet Explorer, you may receive one of the following error messages, even though the document is available and downloaded from the server:

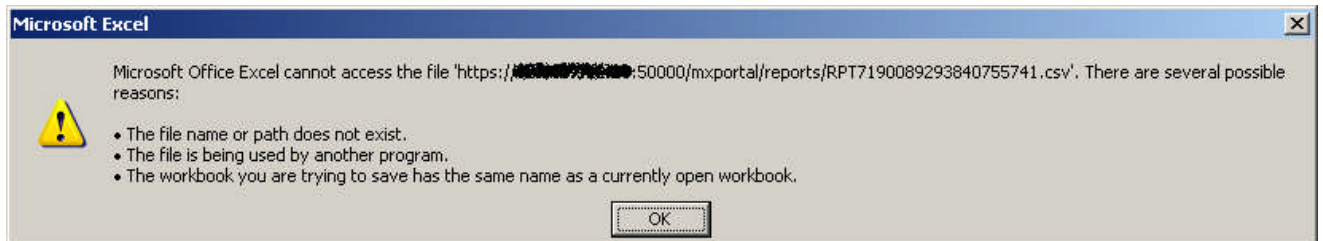
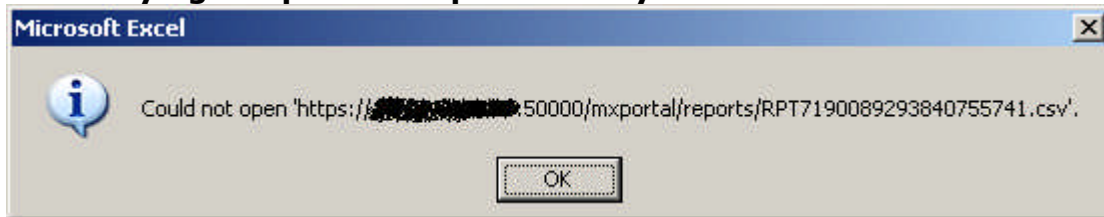
#### Error message

Internet Explorer cannot download *file* from *server*.  
Internet Explorer was not able to open this Internet site. The requested site is either unavailable or cannot be found. Please try again later.

### While trying to save the report locally:

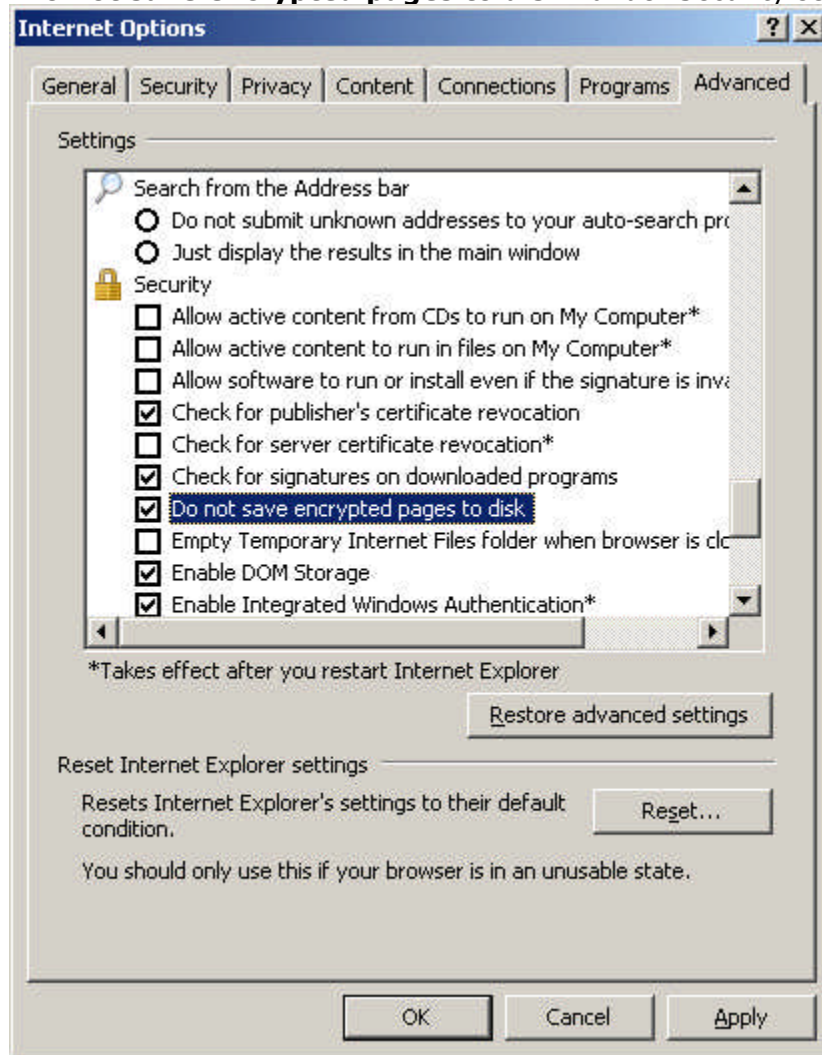


### While trying to open the report directly:



## Solution:

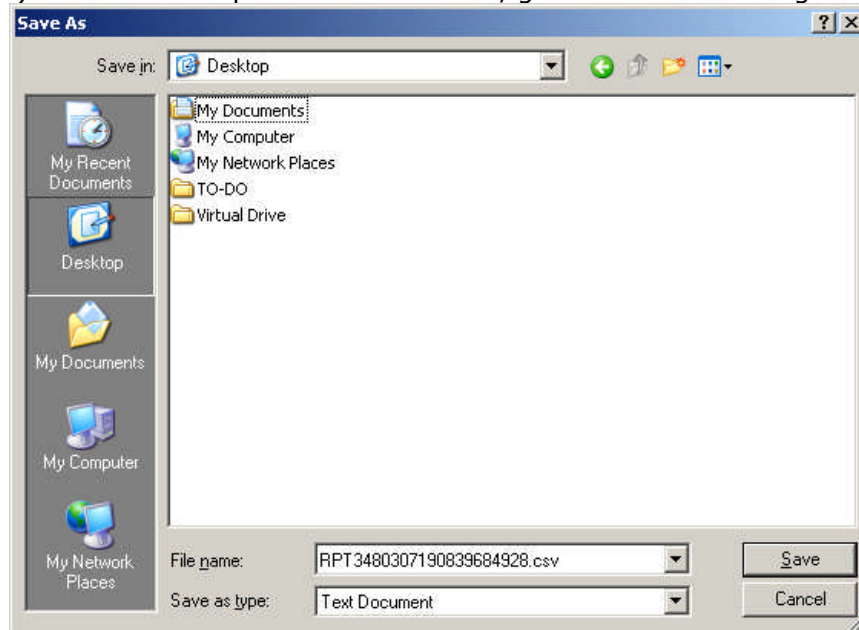
1. If **"Do not save encrypted pages to disk"** check box is selected in Internet Explorer.  
Go to Internet Options → Advanced Tab → and under Settings → search for **"Do not save encrypted pages to disk"** under Security section



Uncheck this option and restart IE. This issue will be fixed.

2. OR, Upgrade IE to latest version. (i.e. IE 8 or IE 9)
3. OR, Use Mozilla Firefox(3.6.x). Here the issue faced by users is that, it opens the csv file in the browser itself. We have two workarounds available for this, they are:

i) Once the file opens in the browser, go to File → Save Page As... → Save



ii) Once saved open it in appropriate application and use it.

4. OR, a supported hotfix is available from Microsoft. However, this hotfix is intended to correct only the problem that is described in this article. Apply this hotfix only to systems that are experiencing this specific problem. This hotfix might receive additional testing. Therefore, if you are not severely affected by this problem, we recommend that you wait for the next software update that contains this hotfix.

Link: <http://support.microsoft.com/hotfix/KBHotfix.aspx?kbnm=812935&kl=en-us>

5. OR, **important** this section, method, or task contains steps that tell you how to modify the registry. However, serious problems might occur if you modify the registry incorrectly. Therefore, make sure that you follow these steps carefully. For added protection, back up the registry before you modify it. Then, you can restore the registry if a problem occurs.

For more information about how to back up and restore the registry, click the following article number to view the article in the Microsoft Knowledge Base:

[322756](http://support.microsoft.com/kb/322756/) (http://support.microsoft.com/kb/322756/ ) How to back up and restore the registry in Windows

**Important** Because all of the hotfix installer packages have the same installer (Q323308.exe), you must be careful to obtain the hotfix that exactly matches your version of Internet Explorer.

## Internet Explorer 7 and Internet Explorer 8

To resolve this issue in Internet Explorer 7 and in Internet Explorer 8, follow these steps:
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| 1. Start Registry Editor. |
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2. For a per-user setting, locate the following registry key:

HKEY\_CURRENT\_USER\SOFTWARE\Microsoft\Windows\CurrentVersion\Internet Settings

For a per-computer setting, locate the following registry key:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Internet Settings

3. On the **Edit** menu, click **Add Value**.
4. To override the directive for HTTPS connections, add the following registry value:

"BypassSSLNoCacheCheck"=Dword:00000001

To override the directive for HTTP connections, add the following registry value:

"BypassHTTPNoCacheCheck"=Dword:00000001

5. Quit Registry Editor.