

## **Asterisk On Blank Web Page**

**Attempts to access web pages results in a blank page with an asterisk in the top left corner of the page.**

If its the first-time happening in weeks/months, its usually a temporary loss of network connectivity either in the PC or router which is now PARTIALLY fixed (in other words, part of your Windows networking software might be confused, the router may be in a bad state). Its not worth troubleshooting for a one in 1,000 sessions problem.

The answer is reboot your PC, router, and modem (dialup, cable, or DSL). After rebooting everything there should be a 100% fix rate.

For a Linksys router this is the procedure:

1. Shut down the computer
2. Unplug the router's power cord
3. Turn off the modem, in this order
4. Wait 30 sec
5. Turn on the modem, wait for the 3 lights
6. Plug back in the router's power cord, wait for lights
7. Turn on the computer.

You should now be able to go to web sites.

If the problem continues after the rebooting, usually there is some software blocking web traffic (misconfigured firewall, security software that doesn't like the bits and blocks traffic, or malware). Perform normal troubleshooting. Run anti-spyware and anti-virus software.

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