

"Sites" button and "Custom Level" slider are grayed out in Internet Options - Security tab?

When you open Internet Options - Security tab and click on any Zone (except Internet Zone), the **Sites** button may be grayed out. As a result, you may be unable to add or remove a website to the specified Zone. Additionally, you may also notice that the **Custom level** slider is grayed out. This prevents you from customizing the Security level for that particular Zone.

To enable the Sites button and the Custom Level slider for that particular Zone, follow these steps:

- Open Registry Editor (regedit.exe) and navigate to:

HKCU\Software\Microsoft\Windows\CurrentVersion\Internet Settings\Zones\{**Zone ID**}

Zone	{ Zone ID }
Local intranet	1
Trusted sites	2
Internet	3
Restricted sites	4

- [Backup](#) the key by exporting it to a REG file.
- In the right-pane, double-click **Flags** and click **Decimal**
- Add 3 to the existing Value data

Example: If *Flags* value reads **0** (Decimal), set it to **3** (i.e., 0 + 1 + 2)

[Flags value listing \(from MS-KB 182569\)](#)

Flags value	Setting
1	Allow changes to custom settings
2	Allow users to add Web sites to this zone
4	Require verified Web sites (https protocol)
8	Include Web sites that bypass the proxy server
16	Include Web sites not listed in other zones
32	Do not show security zone in Internet Properties
64	Show the Requires Server Verification dialog box
128	Treat Universal Naming Connections (UNCs) as intranet connections

- Close Registry Editor and open a new instance of Internet Explorer.

SYMPTOM

When you open Internet Options Security tab, you may be unable to alter the security setting for any Zone, because the Custom Level and Default Level buttons may be greyed out. This is due to restrictions set in the registry.

Resolution

- Click Start, Run and type **REGEDIT**.
- Navigate to the following locations:

HKEY_CURRENT_USER \ Software \ Policies \ Microsoft \ Internet Explorer \ Control Panel

and

HKEY_LOCAL_MACHINE \ Software \ Policies \ Microsoft \ Internet Explorer \ Control Panel

- Backup the keys by exporting it to REG file.
- In the right-pane, select the **SecChangeSettings** value and delete it.
- Then, navigate to the following location:

HKEY_LOCAL_MACHINE \ SOFTWARE \ Policies \ Microsoft \ Windows \ CurrentVersion \ Internet Settings

- In the right-pane, select the **Security_options_edit** value and delete it.
- Close Registry Editor.