

## Re: Zone update fails

**Source:** <http://www.tech-archive.net/Archive/Games/microsoft.public.games.zone/2004-09/0059.html>

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**From:** +Elmo\_Tech (*elmogeek\_at\_iglou.invalid*)

**Date:** 09/16/04

Date: Thu, 16 Sep 2004 15:20:29 -0400

Larry LeJeund wrote:

- >
- > *First error, I would get the Spade, but the files would not download. I*
- > *uninstalled the zone stuff. Did a search/clean for the Heartbeat files.*
- > *Dumped cookies and all temp files.*
- >
- > *Tried reinstalling the Zone, now I get invalid file*
- >
- > *ZSetup\Asheron.zat is out of date."*
- >
- >
- > *Where can I get the proper version?*

Delete the damaged file from the Zone's \Temp folder. If this doesn't help:

Any Zone file can be downloaded from the following site but the site can't be browsed.

Paste <http://fdl.msn.com/zone/datafiles/> in your location bar then add the name of the file you can't "update" to the end. Download the file, place it in the Zone's \Temp folder, then reenter the Zone. It will be installed. (You can save the decompressed version of the file if you prefer.)

An example would be [http://fdl.msn.com/zone/datafiles/asheron.za\\_](http://fdl.msn.com/zone/datafiles/asheron.za_) or <http://fdl.msn.com/zone/datafiles/asheron.zat>

The underscore might be removed from the file as it's saved to disk. If so, edit the filename to add the \_ and/or to remove the .txt extension that's added.

Some browsers/news readers mistakenly show the download as text. It looks like gibberish at the bottom of the post or browser. If this happens, you should be able to click File, Save Attachment (or File, Open Attachment, File Save As) and save them to the correct folder. This depends on the browser and whether you were emailed the attachment or you clicked a link to it. Some browsers will only let you save it as

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.txt or HTML. If so, you can change the name to "asheron.za\_" with the quotes (example filename) then the file will save without the extension.

AC files can also be downloaded from:

<http://fdl.msn.com/zone/ashedata/>

If the old file continues to be downloaded:

Your isp –may– need to purge the outdated Zone files from their cache. BUT, before blaming your isp, here are some things you can try.

The problem could be a corrupted download of the zone.zat file. It could also be that you have your browser set wrong, you have a web accelerator program running, or your isp caches files. Here are some possible fixes:

Clear Cache

<http://is.asu.edu/instruction/training/clearcache.html>

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W2k and WXP can have trouble with the paths to the Zone software. Since the newly downloaded files are stored to the wrong folder, or otherwise lost, they're not replacing the old file. A solution might be to reinstall the Zone to a different location; see this article on changing the path to the Zone.. Actually, it removes the path, and you have to change the path when prompted:

<http://support.microsoft.com/support/kb/articles/Q240/9/52.ASP>

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An example would be [http://fdl.msn.com/zone/datafiles/zone.za\\_](http://fdl.msn.com/zone/datafiles/zone.za_) or <http://fdl.msn.com/zone/datafiles/zone.zat>

The underscore might be removed from the file as it's saved to disk. If so, edit the filename to add the \_.

Some browsers/news readers mistakenly show the download as text. It looks like gibberish at the bottom of the post or browser. If this happens, you should be able to click File, Save Attachment (or File, Open Attachment, File Save As) and save them to the correct folder. This depends on the browser and whether you were emailed the attachment or you clicked a link to it. Some browsers will only let you save it as .txt or HTML. If so, you can change the name to "zone.za\_" with the quotes (example filename) then the file will save without the extension.

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<http://support.microsoft.com/support/kb/articles/Q240/4/25.ASP>  
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– Try the direct connect file download from this URL :

[http://www.zone.com/down\\_zsetup.asp](http://www.zone.com/down_zsetup.asp)

– Open a DOS window, type "nbtstat –R" (no quotes) (notice the capital R), press Enter, close ALL open windows and try again.  
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If these didn't work, and it seems your isp must be caching files, you can:

– Request they clear the Zone files from the cache one time

– Request they exclude the addresses given below from their cache:

The cached files are on the internet either at your ISP or their backbone service. They probably have excluded \*.zone.com from the cache but the files come from an MSN server which they have not excluded.

If they exclude <http://fdl.msn.com/zone/DataFiles>\* from the cache this problem can be avoided as we update files weekly.

Send them the following:

**If You Are an Internet Service Provider**

If you are an Internet service provider (ISP) and you want to reduce the occurrence of this behavior, perform the following tasks:

Configure the proxy server to perform more update checks.

Configure the proxy server to perform more pre-fetching.

Reduce the Time to Live (TTL) setting for objects in the proxy server's cache.

Filter the cache, so that objects originating from the following address are not cached:

<http://fdl.msn.com/zone>

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+Elmo\_Tech  
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