

## W2K Pro SP4 Update Successful => LOST NIC Connectivity !!!!!

**Source:**

[http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.windows\\_update/2004-07/0211.html](http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.windows_update/2004-07/0211.html)

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On a laptop of my colleague (Compaq Presario 904ea model) with Windows 2000 Pro running OK, I updated the OS using SP4. The update was successful...NOT a single hiccup...

After reboot, I tried updating the system using the Onboard NIC by clicking the Windows Update link provided in IE. Very soon I found out that the NIC connectivity was NOT available...

No the NIC (RTL 8139) is NOT dead...How do I know that? I uninstalled SP4 &...you guessed it...The NIC connectivity was back to normal...I could surf. No, the TCP/IP settings were NOT initialised by SP4...The device was detected too without any problems...just NO connection to the I-net!

Now here's the other part of the story (the more successful one I dare say). Win XP is installed on the laptop (off course on another partition) & with all updates (incl. SP1) on the XP version, the NIC responds w/o any issues!

**CONCLUSION:** Hardware is OK!

Just wondering why this actually happens...on the Win2000 Pro version

**HISTORY:** Tried installing SP2 & SP3 some time back (B4 SP4 came out) BUT had the same problem.

Anyone aware of the problem & importantly the solution? My colleague is losing a lot of hair lately...Please help me help him keep the rest of his hair...