

Re: AT&T's ISP & COnection issues

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.basics/2008-11/msg00544.html>

- *From:* "Dallas" <Jagged_Edge@xxxxxxxxxxx>
 - *Date:* Wed, 19 Nov 2008 21:21:27 -0800
-

Thanks & you're right JD as it may be time; in fact, I have started searching & am going to contact DirecTv as I use their satellite signal for TV – it may be too much for my fixed income budget, but will check.

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Dallas.....

Dell P 4, 3GHz, 512 MB DDR SDRAM, 160 GB, Win XP Home
16X DVD-ROM & ,6X DVD+/RW, IE7, OE6, DSL, via AT&T

"JD" <JD@xxxxxxxxxxxxxxxxxx> wrote in message
news:Osrs0xrSJHA.5408@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

Dallas wrote:

- *
Sorry if this is not the proper NG but I tried a Windows Forum for ISP's & connectivity, & of course have dealt with AT&T too many times to count & am fed up with them.
- ** * so maybe someone here has had similar issues. Or maybe you can point me in the right direction.*
- ** * I have the Motorola 2210 Modem*
- ** * I have 1 phone hooked up to one jack & this PC/Modem to another. I have a filter on the phone end only as when trying the filter on the PC end too, it has never worked.*
- ** * There is no Router. No other user. It's a basic 1 PC set up. I have a 40" phone line running from the wall jack into this room – no connectors, just one 40' line. It does not cross or run parallel any other AC lines.*
- ** * It may work properly for a week or more, than I cannot get connected for several days at a time.*
- ** * Now, last night & this AM, I get only the first 3 green lights, from the left, on & blinking & occasionally the 3rd light blinks red. then back to blinking green, but obviously the last 2 lights do not light up & I cannot get connected.*
- ** * I have checked all the cables & all is good & connected.*
- ** * I tried the IE7 "Diagnose Connection Problems" & below is the

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Diagnostic Log before I tried anything – like disconnecting the Modem & resetting it.*

** * There are 2 sections that indicate something tho' I am a neophyte so don't know what it is telling me.*

** * Here is a Paste of the entire Log you can see the Red bordered issues – 2nd from top & all the way at the bottom. & in various other Green & Purple bordered sections, you can see the "warn" in the left column.*

** * I will Send this to Post, tho' since I am not connected, not sure when it will Post.*

** * Many thanks,*

** *Dallas*

** Last diagnostic run time: 11/18/08 21:13:25

DNS Client Diagnostic

DNS – Not a home user scenario

info Using Web Proxy: no

info Resolving name ok for (www.microsoft.com): no

warn Unrecognized WinSock NSP: mdnsNSP*****

No DNS servers

DNS failure

info Query [www.microsoft.com] against DNS Server 192.168.1.254, (Type =

0x1, Options = 0x10e8) returns 0x5b4

action Automated repair: Renew IP address

action Releasing the current IP address...

action Successfully released the current IP address

action Renewing the IP address...

action Successfully renewed the current IP address

info Query [www.microsoft.com] against DNS Server 192.168.1.254, (Type =

0x1, Options = 0x10e8) returns 0x5b4

Gateway Diagnostic

Gateway

info The following proxy configuration is being used by IE: Automatically Detect Settings:Disabled Automatic Configuration Script: Proxy Server:

Proxy Bypass list:

info This computer has the following default gateway entry(ies):
192.168.1.254

info This computer has the following IP address(es): 192.168.1.64

info The default gateway is in the same subnet as this computer

info The default gateway entry is a valid unicast address

info The default gateway address was resolved via ARP in 1 try(ies)

info The default gateway was reached via ICMP Ping in 1 try(ies)

warn Hostname www.microsoft.com could not be resolved (Error code 0x2afc). Could be either gateway or DNS issue

action Automated repair: Renew IP address

action Releasing the current IP address...

action Successfully released the current IP address

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action Renewing the IP address...
action Successfully renewed the current IP address
info This computer has the following default gateway entry(ies):
192.168.1.254
info This computer has the following IP address(es): 192.168.1.64
info The default gateway is in the same subnet as this computer
info The default gateway entry is a valid unicast address
info The default gateway address was resolved via ARP in 1 try(ies)
info The default gateway was reached via ICMP Ping in 1 try(ies)
warn Hostname www.microsoft.com could not be resolved (Error code
0x2afc). Could be either gateway or DNS issue
action Automated repair: Reset network connection
action Disabling the network adapter
action Enabling the network adapter
info Network adapter successfully enabled
info This computer has the following default gateway entry(ies):
192.168.1.254
info This computer has the following IP address(es): 192.168.1.64
info The default gateway is in the same subnet as this computer
info The default gateway entry is a valid unicast address
info The default gateway address was resolved via ARP in 1 try(ies)
info The default gateway was reached via ICMP Ping in 1 try(ies)
warn Hostname www.microsoft.com could not be resolved (Error code
0x2afc). Could be either gateway or DNS issue
action Manual repair: Reboot modem
info This computer has the following default gateway entry(ies):
192.168.1.254
info This computer has the following IP address(es): 192.168.1.64
info The default gateway is in the same subnet as this computer
info The default gateway entry is a valid unicast address
info The default gateway address was resolved via ARP in 1 try(ies)
info The default gateway was reached via ICMP Ping in 1 try(ies)
warn Hostname www.microsoft.com could not be resolved (Error code
0x2afc). Could be either gateway or DNS issue
info Waiting some time for the modem/router to stabilize
action Automated repair: Renew IP address
action Releasing the current IP address...
action Successfully released the current IP address
action Renewing the IP address...
action Successfully renewed the current IP address
info This computer has the following default gateway entry(ies):
192.168.1.254
info This computer has the following IP address(es): 192.168.1.64
info The default gateway is in the same subnet as this computer
info The default gateway entry is a valid unicast address
info The default gateway address was resolved via ARP in 1 try(ies)
info The default gateway was reached via ICMP Ping in 1 try(ies)
warn Hostname www.microsoft.com could not be resolved (Error code
0x2afc). Could be either gateway or DNS issue

IP Layer Diagnostic

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Corrupted IP routing table
info The default route is valid
info The loopback route is valid
info The local host route is valid
info The local subnet route is valid

Invalid ARP cache entries
action The ARP cache has been flushed

IP Configuration Diagnostic
Invalid IP address
info Valid IP address detected: 192.168.1.64

Wireless Diagnostic
Wireless – Service disabled

Wireless – User SSID

Wireless – First time setup

Wireless – Radio off

Wireless – Out of range

Wireless – Hardware issue

Wireless – Novice user

Wireless – Ad-hoc network

Wireless – Less preferred

Wireless – 802.1x enabled

Wireless – Configuration mismatch

Wireless – Low SNR

WinSock Diagnostic
WinSock status
info All base service provider entries are present in the Winsock catalog.
info The Winsock Service provider chains are valid.
info Provider entry MSAFD Tcpip [TCP/IP] passed the loopback communication test.
info Provider entry MSAFD Tcpip [UDP/IP] passed the loopback communication test.
info Provider entry RSVP UDP Service Provider passed the loopback communication test.
info Provider entry RSVP TCP Service Provider passed the loopback communication test.

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info Connectivity is valid for all Winsock service providers.

Network Adapter Diagnostic
Network location detection
info Using home Internet connection

Network adapter identification
info Network connection: Name=Local Area Connection 2, Device=Intel(R)
PRO/100 VE Network Connection, MediaType=LAN, SubMediaType=LAN
info Network connection: Name=1394 Connection, Device=1394 Net
Adapter,
MediaType=LAN, SubMediaType=1394
info Ethernet connection selected

Network adapter status
info Network connection status: Connected

HTTP, HTTPS, FTP Diagnostic
HTTP, HTTPS, FTP connectivity
warn HTTP: Error 12007 connecting to www.microsoft.com: The server
name
or address could not be resolved
warn HTTPS: Error 12007 connecting to www.microsoft.com: The server
name
or address could not be resolved
warn FTP (Active): Error 12007 connecting to ftp.microsoft.com: The
server name or address could not be resolved
warn HTTP: Error 12007 connecting to www.hotmail.com: The server name
or
address could not be resolved
warn HTTPS: Error 12007 connecting to www.passport.net: The server name
or address could not be resolved
warn FTP (Passive): Error 12007 connecting to ftp.microsoft.com: The
server name or address could not be resolved
error Could not make an HTTP connection.
error Could not make an HTTPS connection.
error Could not make an FTP connection.

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Dallas..... *
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*Dell P 4, 3GHz, 512 MB DDR SDRAM, 160 GB, Win XP Home
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* *

Time to try a new ISP? Is there a cable tv company in your area that

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offers an internet connection via a cable modem? I struggled with AT&T using dial-up for years and my lack of connectivity was never their fault, it was always my fault. I switched to a local cable company and have very few problems connecting using a cable modem. Sorry I can't be more help but sometimes you got to change the way you do things.

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JD..