

## Re: internet explorer / connection problems

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Mark-

After signing up for DSL with Qwest using a dsl/modem router hybrid, we recently experienced similar problems with pages not loading etc. After speaking with QWest (isp), D-Link (wireless adapter supplier), and Actiontec (modem), all were at a loss as to why pages were loading slowly or getting the "page not displayed" especially since all settings were set correctly and the connection was verified. Disabling the XP firewall and the Norton firewall as well did nothing. It was not until I UNINSTALLED the Norton Firewall, that things cleared up immediately, all pages loaded without hesitation and everything has been fine since ever since. Before spending \$ on a service call, UNINSTALL the Norton firewall and see if this helps.

Would appreciate knowing the outcome.

"mark" <anonymous@discussions.microsoft.com> wrote in message news:29bc01c46515\$10df1330\$3501280a@phx.gbl...

- > *I have recently started having problems while viewing web*
- > *pages. My PC (which is a HP Compaq running XP)is connected*
- > *via a broadband modem and my ISP says my connection is*
- > *fine. However it will run fine for a time and then begin*
- > *displaying the 'page not displayed' error despite there*
- > *still being a connection (Messenger still signed in okay).*
- > *Pages then either load very slowly or with errors like*
- > *pictures misssing or not at all. The problem does not*
- > *appear to be confined to IE as I also lose my connection*
- > *while running poker software that previously ran*
- > *absolutely fine.*
- >
- > *I have ran disk clean-up, virus scan, adaware scan,*
- > *defragmented, deleted temp files and cookies and reverted*
- > *my drive to original settings and re-installed everything*
- > *from scratch.*
- >
- > *The problem persists even with my Norton firewall disabled.*
- > *My LAN settings appear normal and I have*
- > *successfully 'pinged' my DNS server(?)*

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- > *I am worried that I may of damaged something important and*
- > *have run out of ideas so if anyone could shed some light*
- > *on this or maybe had a similar experience I would be*
- > *grateful for some help, thanks in advance*