

## Re: error 711–windows networking not properly configured

**Source:**

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2004-09/17628.html>

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**From:** Michael Solomon \(\MS-MVP Windows Shell/User\) (*user\_at\_#notme.com*)

**Date:** 09/14/04

Date: Mon, 13 Sep 2004 20:10:18 -0700

Such a message, usually means the problem is on the ISP side of things but the other issue is on your end. If you have the XP firewall enabled, that is not compatible with AOL and cannot be used with AOL. The XP firewall could be the issue if it is turned on. Open Connection settings in Control Panel, look for your connection or tcp/ip connection, right click, select properties, go to the advanced tab, if the firewall is enabled, turn it off. However, before doing this, be sure you have a third party firewall installed or be sure you are disconnected from the Internet. If you have a broadband connection, unplug the broadband modem until you get a third party firewall installed.

There are several free versions and I believe most will work with AOL:

[www.agnitum.com](http://www.agnitum.com)

[www.zonelabs.com](http://www.zonelabs.com)

[www.sygate.com](http://www.sygate.com)

<http://www.tinysoftware.com/home/tiny2?la=EN>

<http://www.kerio.com/kerio.html>

If none of the above resolves the issue or proves to be the issue, you should try contacting AOL tech support for help with this issue.

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Michael Solomon MS-MVP

Windows Shell/User

Backup is a PC User's Best Friend

DTS-L.Org: <http://www.dts-l.org/>

"one confused lady" <oneconfusedlady@discussions.microsoft.com> wrote in message news:23509915-7B4C-4459-B970-C3AC0CA4AFD8@microsoft.com...

>I should have mentioned that I have already uninstalled and reinstalled >AOL.

> When I try to sign on I get an error that says the access network failed > to

> respond. When I go to network connections there is nothing in the box

> where

> Aol normally is listed and I am not able to add the connection. Is there

> anything in SP1 that would affect this? I could have restored back to a

> time

> before it was installed.

> Thanks

microsoft.public.windowsxp.general: Re: error 711–windows networking not properly configured

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>
> "Michael Solomon (MS-MVP Windows Shell/Us" wrote:
>
>> Have you tried removing and reinstalling the AOL software assuming you
>> are
>> using their software in order to connect?
>>
>> When you remove viruses and malware, sometimes changed or infected system
>> and other application files are removed as well hence, sometimes
>> applications and system files need to be repaired. In this case, it
>> sounds
>> as though it is related to your AOL software which is quite proprietary.
>> Hence, if you are using their software, it would be advisable to remove
>> and
>> reinstall it.
>>
>> --
>> Michael Solomon MS-MVP
>> Windows Shell/User
>> Backup is a PC User's Best Friend
>> DTS-L.Org: http://www.dts-l.org/
>>
>> "one confused lady" <oneconfusedlady@discussions.microsoft.com> wrote in
>> message news:56FBA0BE-50CD-4242-9ED9-822BBBA1723A@microsoft.com...
>> >I am currently using Windows XP Home edition. I recently recovered from
>> >a
>> > crash after my son downloaded a program containing spyware. After
>> > using
>> > spybot and adaware to detect and remove spyware, and 2 virus detection
>> > programs, I thought I was up and running again. I have also uninstalled
>> > the
>> > program that I thought was causing the problem. Then my computer
>> > started
>> > freezing up while online and would sometimes take several attempts
>> > before
>> > it
>> > would start up at all. I was able to use system restore. Now I cant
>> > connect
>> > to the internet using dial up conection with AOL. I am getting an error
>> > message 711-cannot load the remote access manager service, windows
>> > networking
>> > is not properly configured, & a configuration error on this computer is
>> > preventing this connection.
>> > When I try to configure the connection manually using connection
>> > wizard, I
>> > am not able to choose the dial up conection option. The only option
>> > available
>> > is Broadband. Any ideas would be greatly appreciated!
>> > Thanks,
>> > --
>> > confused
>>
>>
>>
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