

Re: No internet

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2004-12/16371.html>

From: Foiler (*Foiler_at_discussions.microsoft.com*)

Date: 12/24/04

Date: Fri, 24 Dec 2004 11:11:01 -0800

I am having the same problem as several others. After I install SP2, my internet connection does not work properly. I am running an ADSI modem through a router for my home network. All my other computers work fine but when I connect my laptop directly through the router (linksys) (the computer I am having connections problems with) I get the internet active for about 1 minute and then it cuts out and I get the "cannot find server or DNS error page. I have tried both fixes mentioned below to no avail. I have completely cleaned my computer as suggested and am confident it is clear. What can I do to regain my connectivity?

"Malke" wrote:

> *Richie NY wrote:*

>

> > *Can't establish internet connection even after using the*
> > *recovery disks, have been able to ping an IP in the*
> > *command prompt. Winsock must have been replenished. Did*
> > *notice explorer went back to version 6.0.260 etc.*
> > *Did as much spyware removal as possible, . Modem okay,*
> > *cable company did ping check.*

>

> *You don't really provide enough information here. Do the malware removal*
> *steps below (links follow the steps). After your computer is 100%*
> *clean, run LSPFix from <http://www.cexx.org/lspfix.htm> or if you have*
> *SP2 installed, do:*

>

> *Start>Run cmd [enter]*
> *netsh winsock reset [enter]*

>

> *Do this *after* you run through the removal steps. It is crucial that*
> *all scans be done in Safe Mode with updated tools.*

>

> *1) Scan in Safe Mode with current version (not earlier than 2003)*
> *antivirus using updated definitions.*

>

> *2) Remove spyware with Spybot Search & Destroy and Ad-aware. These*
> *programs are free, so use them both since they complement each other.*

- > *There is a new version of CWShredder from Intermute. I would not*
- > *install the other Intermute programs, however. Alternately, there are*
- > *CoolWebSearch malware removal steps at SilentRunners.*
- >
- > *Be sure to update these programs before running, and it is a good idea*
- > *to do virus/spyware scans in Safe Mode. Make sure you are able to see*
- > *all hidden files and extensions (View tab in Folder Options).*
- >
- > *HijackThis is an excellent tool to discover and disable hijackers, but*
- > *it requires expert skill. See below for HijackThis links. A combination*
- > *of HijackThis and About:Buster works well in removing the About:Blank*
- > *homepage hijacker. Again, this is an expert tool and novices should get*
- > *help with it.*
- >
- > *3) If you are running Windows ME or XP, you should disable/enable System*
- > *Restore because malware will be in the Restore Points. With ME, you*
- > *must disable System Restore completely. With XP, you can delete all but*
- > *the most recent (presumably clean) System Restore point from the More*
- > *Options section of Disk Cleanup (Run>cleanmgr).*
- >
- > *4) Make sure you've visited Windows Update and applied all security*
- > *patches. Do not install driver updates from Windows Update.*
- >
- > *5) Run a firewall.*
- >
- > *Links to help with malware:*
- >
- > *Software/Methods:*
- > <http://www.safer-networking.org> – Spybot Search & Destroy
- > <http://www.lavasoftusa.com> – Ad-aware
- > <http://www.majorgeeks.com> – good download site
- > http://www.intermute.com/spysubtract/cwshredder_download.html
- > http://www.silentrunners.org/sr_cwsremoval.html. – SilentRunners
- >
- > *HijackThis:*
- > <http://www.aumha.org/a/hjttutor.htm> – HijackThis tutorial by Jim
- > *Eshelman*
- > <http://spywarewarrior.com/viewforum.php?f=5> – Spyware Warrior HijackThis
- > *forum*
- > <http://www.wilderssecurity.com/>
- > <http://forums.tomcoyote.org/>
- > <http://www.spywareinfo.com/forums/>
- >
- > *General:*
- > <http://forum.aumha.org/> – look under "Security" for various forums
- > <http://rgharper.mvps.org/cleanit.htm>
- > <http://mvps.org/winhelp2002/unwanted.htm>
- > <http://www.aumha.org/a/parasite.htm> – The Parasite Fight
- > http://www.spywarewarrior.com/rogue_anti-spyware.htm
- >
- > *Malke*

microsoft.public.windowsxp.general: Re: No internet

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> *MS MVP – Windows Shell/User*
> *Elephant Boy Computers*
> *www.elephantboycomputers.com*
> *"Don't Panic!"*
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