

Dial-up clients drop connections

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- *From:* Gary Levy <levygaryb@xxxxxxxxx>
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Windows XP Home with Service Pack 2

Had a Pc frought with hundreds of spyware occurences and numerous viruses, which have been removed using several competing products applied one at a time in safe mode

I cannot get two unrelated Internet Service Provider dial-up products (Walmart's WMConnect and AOL 9.0) to maintain a connection. The software images are known to be good and operational. Both products physically synchronize with the respondent modem, authenticate, attempt to "talk to the network", then drop the connection. I have used alternate modems, RJ-11 jacks, and RJ-11 cables known to work otherwise.

I have installed, de-installed, and re-installed each product without the presence of each other.

After creating an alternate profile as a "Computer Administrator", I am unable to install software without using the default (administrator) profile.

The event logs refer to IPSEC errors. Unfortunately, a search of support.microsoft.com produced nothing conclusive; e.g., knowledgebase article 328213

I also reset the TCPIP properties as follows.

How to reset Internet Protocol (TCP/IP) in Windows XP

The NetShell utility (netsh) is a command-line tool for configuring and monitoring Windows XP networking. Extreme cases may warrant the removal of the TCP/IP protocol. With the NetShell utility, you can reset the TCP/IP stack to restore it to its state that existed when the operating system was installed. In Windows XP, a reset command is available in the IP context of the NetShell utility. When you run the reset command, it rewrites pertinent registry keys that are used by the Internet Protocol (TCP/IP) stack to reach the same result as the removal and the reinstallation of the protocol.

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Command usage

```
netsh int ip reset [log_file_name]
```

To run the command successfully, you must specify a file name for the log where actions that are taken by netsh will be recorded

Command samples

```
netsh int ip reset resetlog.txt
```

```
netsh int ip reset c:\resetlog.txt
```

Reference :

<http://support.microsoft.com/default.aspx?scid=kb:en-us:Q299357&sd=tech>

January 06, 2005. Microsoft Article 299357 July 12, 2004

Short of a manufacturer system "recovery" or reformatting and reinstalling XP, any other suggestions?

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