

## RE: Broadband connection

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2007-04/msg08016.html>

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- *From:* Cyprusbob <Cyprusbob@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
  - *Date:* Sun, 29 Apr 2007 03:20:00 -0700
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Hi Nass

I have run ad-ware, spy bot, spyhunter and norton anti virus.....system appears to be clean. turned of all but microsoft from msconfig deleted all cookies.

What I don't understand is that when AOL tries to fix itself it find my b/b connection but the aol and ie programme cannot.

Any more suggestion??? Please.

Thanks

"nass" wrote:

Hi Cyprusbob,

You may be infected so go through these cleaning steps:

1... First, try to clean up your caches, Internet files and delete cookies by doing this:

Click Start >> Control Panel >> Double click Network and Internet Connections >> Double click Internet Options.

On the IE properties windows you will see these Tabs:

General | Security | Privacy | Content | Connections | Programs | Advanced

Under General Tab clear your History, Internet Files and Cookies.

Then click on Advanced tab and scroll down to under the Browsing Option:

[&] Browsing

[ ] Enable Third-Party browser extensions (Req Rest) uncheck this box.

Then click on Programs Tab and click Manage Add-Ons and Disable all non Verified Add-Ons (You should Renable them later one-by-one and see the culprit and update it or remove it.

For Malwares download both these software:

[http://www.lavasoft.com/products/ad-aware\\_se\\_personal.php](http://www.lavasoft.com/products/ad-aware_se_personal.php)

<http://www.safer-networking.org> ; for Spybot S&D

Open a run command and type in:

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ipconfig /flushdns click [OK]  
ipconfig /renew click [OK]

netsh winsock reset click [OK]

Reboot your computer and see if you will be able to establish connection.

=How to perform a clean boot procedure to prevent background programs from interfering with a game or a program that you currently use

<http://support.microsoft.com/kb/331796>

Have a look in the Device manager and see if the Modem is conflicting (IRQ) with another Device like Mouse, printer or any USB device using the same IRQ as the Modem and change the IRQ for this Device to another available one.

HTH.

nass

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[www.nasstec.co.uk](http://www.nasstec.co.uk)

"Cyprusbob" wrote:

Hi Nass

The error message is "The attempt to connect to the AOL service timed out (24-01-08-020)

Here is a strange thing.....There is an auto fix, and when I use it, the auto fix finds my broadband connection, but the problem is still there..I cannot connect to IE either, except in safe mode.

I tried to restore, but the date will not go back to before the black day.

Thanks for the assisance

"nass" wrote:

"Cyprusbob" wrote:

My computer will only find my broadband connection in safe mode with network, I have tried a repair of my XP Pro installation, but no joy. It just happen when my computer was booted up one evening, there was not any warning. I have contacted my ISP and as I guessed it is not their fault, as I can sign on to them in safe mode too.  
Can anyone suggest a solution, please.  
Thanks

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Try System Restore to before the black night :-( and see if that will help.

If not what you get when you try in Normal Mode, please send the exact

wording of the error message for us to help you, as there is no info to work

on, in your post.

Also you may need to Uninstall and reinstall the software for your modem and

run this command:

Open a run command and type in:

sfc /scannow click [OK]

HTH.

Let us know.

nass

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