

## Re: Network connected but no IP address

---

*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2007-08/msg04844.html>

---

- *From:* "Brian A." <gonefish'n@afarawaylake>
  - *Date:* Tue, 21 Aug 2007 16:59:45 -0500
- 

To make sure that the NIS firewall isn't blocking the gateway ??router??. open NIS and add the gateway ??router?? IP to the Trusted zone.

Also what is listed in Program Control? If certain files are blocked or not listed you will have connection problems.

If you're enabling one device and disabling the other device to connect, you may have an IP conflict between the two. It's not necessary to disable either NIC as long as they get their IP from the gateway ??router?? and the IP pool range isn't set to low.

To minimize any conflicts while working to resolve this issue Uninstall Any/All devices listed in Device Manager > Network Adapters.

Delete the contents of the folders:

C:\Documents and Settings\Your username folder\Local Settings\Temp

C:\Windows\Prefetch

C:\Windows\Temp

Shut down and remove the wireless NIC.

Boot up and re-install Only the Integrated NIC drivers.

If all goes well, check to see that an IP was assigned by the gateway ??router??.

At a cmd prompt type the below and press Enter:

```
ipconfig /all ***Note the space before /all
```

If everything looks in order type: exit and press Enter.

Try to connect to the LAN or WAN.

If all didn't go well and the problem machine was able to connect previously:

What components/protocols are listed as installed in the NIC connection properties?

Right click MyNetwork Places > click Properties.

Right click the connection that is related to the Integrated NIC > click Properties.

What's listed in the pane under the heading "This connection uses the following items"?

If TCP/IP is listed but not working properly, your tcpip.sys is most likely corrupt caused by adware/spyware/viruses installed on the machine. It may also be that Winsock is damaged/corrupt and/or your IPStack.

Run a full system virus scan with fully up-to-date definitions.

To make sure your system is clean of spyware/adware/hijacker parasites get the help from those that

Re: Network connected but no IP address

specialize in it.

Download/run HijackThis from:

<http://www.richardthelionhearted.com/~merijn/downloads.html>

<http://majorgeeks.com/downloads31.html>

Do not remove anything with it until you get advice on what to remove, HJT will list many apps that are needed along with the bad ones. Removing items listed hap-hazardly without knowing what they are can/will create a royal mess. Read the quick start here on how to create a log file that can be copied/pasted into a forum that can provide assistance on removal of unwanted pests.

<http://mjc1.com/mirror/hjt/#quick>

Then post the logs to an appropriate NG here where they specialize in spyware/hijacker removal. Please read any sticky notes for proper posting, which are most commonly posted first at the top in each specific forum. Read any information under each forum category name for information on what that particular one is used for, look for the proper one that you post logs to.

<http://forums.spywareinfo.com/>

<http://forum.aumha.org/>

<http://castlecops.com/forum67.html>

--

Brian A. Sesko { MS MVP\_Shell/User }

Conflicts start where information lacks.

<http://basconotw.mvps.org/>

Suggested posting do's/don'ts: <http://www.dts-l.org/goodpost.htm>

How to ask a question: <http://support.microsoft.com/kb/555375>

"frogman7" <frogman7@xxxxxxxxxxxxxxxx> wrote in message  
<news:1187701502.340072.241600@xx>

On Aug 20, 10:04 pm, "Brian A." <gonefish'n@afarawaylake> wrote:

"frogman7" <frogman7@xxxxxxxxxxxxxxxx> wrote in message

<news:1187671021.524083.298840@xx>

- >I have XP Home and it has norton internet security on it. I try to
- > connect to the next work with either the LAN connection Broadcom 440x
- > 10/100 integrated controller or the Broadcom 802.11g network adapter
- > it says it is connected but when I go to status all the ip, subnet and
- > gateway are all blank. When I click repair on it says Window could no
- > tfinish repairing the problem because the following action cannot be

Re: Network connected but no IP address

- > completed: Connection to the wireless network.
- > When I go to the command prompt and type ipconfig I get:
- > Windows IP configuration
- > An internal error occurred: the request is not supported.
- > Please contact Microsoft Product support services for further help.
- > Additional information: unable to query host name.
  
- > I have shut off all of norton's stuff and that didn't help. I
- > uninstalled Norton but that didn't help.
  
- > This one has me stumped has anyone else had something similar?
  
- > Thanks
- > Frogman7

You don't mention if a router is involved or not, other machines and if they can

connect or not, your network layout, etc.

Did you setup the machine to be included in your network? Right click MyComputer, click Properties > Computer Name tab or Right click MyNetworkPlaces, click Properties and run the appropriate Wizard.

What happens if you disable the wireless and use the integrated NIC connected with a CAT5 cable?

--

Brian A. Sesko { MS MVP\_Shell/User }

Conflicts start where information lacks. <http://basconotw.mvps.org/>

Suggested posting do's/don'ts: <http://www.dts-1.org/goodpost.htm>

How to ask a question: <http://support.microsoft.com/kb/555375>– Hide quoted text –

– Show quoted text –

All the other computers are fine. This computer cannot connect to any network. I try to connect to the next work with either the LAN connection Broadcom 440x 10/100 integrated controller which is connected with cat5 or the Broadcom 802.11g network adapter which is wireless it says it is connected but when I go to status all the ip, subnet and gateway are all blank. The nic and wireless have the proper drivers and say they are enable and yes I mean that i enable them when as I need them not both at the same time.

Where did my ipconfig go?

When I go to the command prompt and type ipconfig I get:

Windows IP configuration

An internal error occurred: the request is not supported.

Re: Network connected but no IP address

Please contact Microsoft Product support services for further help.  
Additional information: unable to query host name.