

Re: Slow Downloads

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2007-09/msg04818.html>

- *From:* "Daave" <dcwashNOSPAM@xxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sun, 23 Sep 2007 18:19:10 -0400
-

Comments inline, Lee.

leerephan wrote:

Daave – I went to the Cox link you provided and followed the directions to tweak my computer.

The link I provided was for Broadband Reports, not Cox. What is your current download speed? For now, based on what you wrote below, it is not really the most pressing issue. But once you resolve the other problem, you could always address your download speed.

I'll see if that helps. I'm not comfortable switching from IE to another browser. Just not familiar with them, and would prefer not to go that route.

If you're not going to try our suggestions, then I'm not sure how much help you'll wind up getting! Off By One is a tiny, standalone browser; it can even fit on a floppy. I'm sure it wouldn't cause any confusion for you. Using another browser is a quick way to determine if your issue is limited to IE or not. If it's limited to IE, then we know what needs to be addressed next. If it's not, that's useful information, too.

I've crashed my computer many times over the years by messing around trying this and that, so now I'm nervous about hitting the wrong button, etc..

So schedule regular backups and make a periodic image of your hard drive. This should make you more confident. If you hit a wrong button, somehow causing catastrophic damage, you simply restore your hard drive to where it was beforehand. Of course, you could always try System Restore as well.

Re: Slow Downloads

I've tried customer support for Cox. They keep sending me the same email with the same suggestions; 'round and 'round we go with no concrete help.

You should post those suggestions here. Perhaps you missed an important step. If so, we could help.

I was even told that it was probably the wiring in my apartment.

That's a possibility. Did they offer a method to determine if this is so or not? Since you have cable broadband, are you able to try using another cable outlet? What is your setup? Is there a router?

When I compare the computer I use at work and my home computer, there is NO comparison. The one at work is lightening fast. Mine at home, I enter hourglass hell.

What do you mean by "hourglass hell?" Is there an actual hourglass in the center of your screen? Does this happen only when accessing particular Web sites, or do you also get it while using other applications? Are there any Web sites that cause no problems at all? If so, please name them.

You asked what sites I am having issues with — I use online banking. Sometimes Bank of America's website takes a long time to load. Or, Slate website. I cannot access them at all. I contacted them several times, but no reply ever came back. It's the same ole message about page cannot be found, or some such thing.

This is where you need to provide accurate information. Is it only one message each and every time? Is it "The Page Cannot Be Displayed"? Are there other messages? Write it (or them) down exactly!

If it is "The Page Cannot Be Displayed," you should have a look at this article:

Error message when you try to access a Web site in Internet Explorer:
"Page Cannot Be Displayed"
<http://support.microsoft.com/kb/326155>

As you can see, any number of reasons exist for this error. Print it out. Follow the Guided Help, if possible. Your answer may involve any of

Re: Slow Downloads

the following:

- powering your modem off and on
- verifying your firewall or modem settings
- repairing damaged Winsock registry keys
- resetting altered TCP/IP settings
- fixing a problem with your Hosts file

You get the picture.

Again, please provide us with *as much* information as possible, including:

- which firewall you use
- which antivirus program you use
- which antispymware programs you use
- size of your hard drive and amount of free space
- Event Viewer messages

To answer your question about how do I clean out the cache files; I hope that means temp files. I have gone to 'start' and have entered *tmp and then deleted whatever was there.

Although it's good practice to delete *.tmp files, that's not what I was referring to. I was referring to Temporary Internet files.

I have also gone through Control panel, Internet Options, and deleted temp files from there.

That's it. When you do this make sure the "Delete all offline content" box is checked.

I don't always trash the cookies as then it seems I must collect them all again to access the normal pages I look at everyday such as my homepage MSN, New York Post, Google news, etc.

At this point, I wouldn't worry too much about cookies unless you're concerned with tracking cookies. But that could be addressed later.

I downloaded the 'google web accelerator' hoping it would help.

Totally unnecessary!

Re: Slow Downloads

Sometimes it seems to and then other times I have to shut it off as it apparently interferes with the downloading process.

You should uninstall the "accelerator." In fact, for all we know, that may be the crux of your problem!

Sorry to be so long-winded here, but I do not know how to make this more brief. I appreciate your kind attention in wanting to help. Could I perhaps impose upon you to email my work computer stats vs. my home computer stats and get your opinion?

I don't know what you mean. I don't have your computer stats. Post whatever you want here and any number of people may provide feedback, but we certainly won't send you private e-mails! One characteristic of Usenet posts is that everybody gets to see them!

If the Microsoft page doesn't help, you may need to run a HijackThis log. But we'll see.

Good luck!

Lee

"Daave" wrote: Your test results are probably accurate. You can also run several more tests from different sources to make sure. It seems like you have two issues. Your downstream speed is fast, but it is also significantly lower than what Cox Cable has advertised. You can either try the tweaks listed at <http://www.dslreports.com/tools> or contact Customer Support.

The other issue is what you mentioned in your first post: My download time when accessing certain websites takes too long, and some pages or websites I cannot access at all. This suggests your problem is not with download speed, but rather a general connectivity problem. Which Web sites are you having difficulty with? It's possible the problem is on their end. Or perhaps there's some issue on your end. Have you tried using another browser? I would recommend experimenting with Off By One:

<http://offbyone.com/offbyone/>

There's always Firefox or Opera:

<http://www.mozilla.com/en-US/firefox/>

<http://www.opera.com/>

Re: Slow Downloads

If your problem is only with IE, then you know what you need to fix. What method do you use to clean out Internet cache files? Have you rebooted your PC?

leerephan wrote:

Cox Cable says: downstream speed is 11500 Kbps and upstream speed is 1150 Kbps.
My test says: 3592 kb/s download and 1022 kb/s

So, who is right?

"J. Y." wrote:

So is your general feeling
that it is my speed
connection and not
my computer configuration?
Lee

=====
That's the feeling until you get some answers
about your line
speed.

What speed are you supposed to get on your
connection?

Jack
