

# RE: Error 711 – Connecting to Internet & other things

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2005-11/msg00456.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2005-11/msg00456.htm)

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- *From:* Amandajvv <[Amandajvv@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Amandajvv@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Tue, 8 Nov 2005 02:20:04 -0800
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Thank you for the advice. However it stated it was already enabled...

I'm still stuck. Any other ideas?

Do you think a clean install will fix everything?

"Byte" wrote:

> RESOLUTION

> 1. Start>Run>type SERVICES.MSC and press OK

> 2. Scroll down and highlight Plug and Play service, and change the Startup  
> status from Manual or Disabled to Enabled.

>

> --

> XP-WNP

> Today is the first day of the  
> rest of your life. If this post  
> was helpful, please rate it.

>

>

> "Amandajvv" wrote:

>

>> Hi

>>

>> Can anyone help me please? My computer running XP home, has been hanging on  
>> start up and yesterday would not reboot properly. I started it from the CD

>> and it asked me to repair XP which I did. Great, computer started fine.

>> However now I cannot connect to the internet. When I click to add connections

>> with the wizard it says broadband connections exist but it does not let me

>> connect.

>>

>> So I try manually to add a network connection and it gives me error 711. I

>> looked that up and was advised to do the following(at the bottom). However

>> that has not helped. Can someone tell me what I should do?

>>

>> Thanks, Amanda.

>>

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>>  
>>  
>> To resolve this issue, enable the disabled services, and then start the  
>> services:  
>>  
>> 1.  
>> Click Start, right-click My Computer, and then click Manage.  
>>  
>> 2.  
>> Double-click Services and Applications, and then double-click Services.  
>>  
>> 3.  
>> Right-click Telephony, and then click Properties.  
>>  
>> 4.  
>> On the General tab, click Manual next to Startup type.  
>>  
>> 5.  
>> On the General tab, click Start under Service status, and then click OK.  
>>  
>> 6.  
>> Repeat steps 3 – 5 for the Remote Access Connection Manager service and for  
>> the Remote Access Auto Connection Manager service.  
>>  
>>  
>>  
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