

Re: unplug and power up dsl modem and router

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-12/msg00968.htm

- *From:* "Tom H." <tom_reader@xxxxxxxxxx*.net>
 - *Date:* Tue, 11 Dec 2007 21:31:38 GMT
-

db,

I ran msinfo32, and that brought up the System Information window, and I do not know where to look in that for the error log. Also, if Shenan is correct and the problem is in the modem or router, I don't see a place where those devices are setup or monitored or whatever.

Tom

" db ^~.. ><)))>` .. ." <databaseben.public.newsgroup.microsoft.com>
wrote in message news:%23yh4BZDPIHA.2376@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

if you run > msinfo32
you will find an error
log and possibly with
clues.

db · ^~·~·, · · · ^~·~·><)))>` · · · ^~·~·, ^~·~·><)))>` · · ·
<)))>` · ^~·~·, · · · ^~·~·><)))>` · · · ^~·~·, ^~·~·><)))>` · · ·

"Tom H." <tom_reader@xxxxxxxxxx*.net> wrote in message
[news:JCB7j.242605\\$kj1.209109@xx](mailto:news:JCB7j.242605$kj1.209109@xx)

Hello,
This is happening more to my wife's new Toshiba laptop running Vista than to my Dell laptop running XP-SP2.
The computer will loose access to the internet, and the fix is to unplug the power to the DSL modem and the wireless router, wait a few seconds, re-power the modem and router, wait 3 minutes then start Internet Explorer. This has always fixed the problem, but I would like to better understand the underlying cause. This started happening more often after my wife got a new Toshiba laptop. It often happens that my Dell laptop

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is still connected to the internet. At first I thought that since only her computer was having a problem that there must have been some problem with her computer and that turning power off and on to the modem and router would not be the fix, but it was the fix after all. I guess there is some part of networking here that does not make sense to me, probably because I do not know a lot about networking.

Is there some other way to attack the problem to make it happen less frequently?

Also, I looked for a Vista help newsgroup, but could not find one.

TIA for any help,
Tom