

Re: cannot login to support.microsoft.com page

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2008-05/msg02138.htm

- *From:* anaroz <anaroz@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 21 May 2008 07:47:03 -0700
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The problem was solved with unchecking the "HTTP 1.1 settings" in Advanced tab (in Internet Options) !!!!

NOTE:

In Advanced tab (in Internet Options) the "Enable FTP folder view" and "Use passive FTP" were enabled.

I didn't change the browser IE7.

I use the Windows XP Firewall (on (recomended)) in Win XP Pro SP2.

I didn't dare to install SP3 yet, since I heard that it causes a lot of trouble.

According to the Microsoft Malicious Software Removal Tool my PC was clean (malware status).

"Daave" wrote:

"anaroz" <anaroz@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:C95A4B5B-F348-4C94-ADF4-AD21F16C9553@xxxxxxxxxxxxxxxxxxxxx

I opened IE with no add-ons (Start/.../System Tools/Internet Explorer(No Add-Ons)) and nothing was changed. The resulting Network Adapter Diagnostic Report is:

INTERNET EXPLORER WITH ADD-ONS DISABLED:

Network Adapter Diagnostic
Network location detection
info Using home Internet connection
info Redirecting user to support call

HTTP, HTTPS, FTP Diagnostic
HTTP, HTTPS, FTP connectivity
warn FTP (Passive): Error 12031 connecting to ftp.microsoft.com: The connection with the server was reset
info HTTP: Successfully connected to www.microsoft.com.

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warn HTTPS: Error 12037 connecting to www.passport.net: The date in the certificate is invalid or has expired
info HTTPS: Successfully connected to www.microsoft.com.
warn FTP (Active): Error 12031 connecting to ftp.microsoft.com: The connection with the server was reset
error Could not make an FTP connection.

I also tried "Safe Mode with Networking" (as Daave was suggested) but I could not make connection with support.microsoft.com. The resulting Network Adapter Diagnostic Report is:

SAFE MODE WITH NETWORKING:

Network Adapter Diagnostic
Network location detection
info Using home Internet connection
info Redirecting user to support call

HTTP, HTTPS, FTP Diagnostic
HTTP, HTTPS, FTP connectivity
warn FTP (Passive): Error 12029 connecting to ftp.microsoft.com: A connection with the server could not be established
info HTTP: Successfully connected to www.microsoft.com.
warn HTTPS: Error 12037 connecting to www.passport.net: The date in the certificate is invalid or has expired
info HTTPS: Successfully connected to www.microsoft.com.
warn FTP (Active): Error 12029 connecting to ftp.microsoft.com: A connection with the server could not be established
error Could not make an FTP connection.

Still cannot login to support.microsoft.com page, what else can I do?

Have you tried a different browser? Or have you tried reverting to IE6?

Which firewall do you use? Are your patches up to date? Have you installed Service Pack 3 yet?

How long have you had this problem? Can you use System Restore?

Have you experienced other problems? Or just the above?

Finally, what is the malware status of your PC?

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