

Re: Can't connect afte rupgrade to 6.2

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.messenger/2004-05/0452.html>

From: russell (*russelly_at_onetel.net.uk*)

Date: 05/13/04

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I am having the same problem, only more problems. I also seem to have suddenly lost my Norton Security, they dont automatically load and i cannot run them from the programmes menu. As well as all the same problems (and the same error code) when trying to run MSN I almost always get when i seek help automatically to the prefect nav page saying the link cannot be found. In addition, all my sounds when a page reloads etc have changed. There appears to be too many coincidences and problems at once when I havent changed any settings at all. In fact I didnt download MSN 6.2 until after I was experiencing the problem of not being able to connect. Is there something sinister happening here? THanks Russell

>-----Original Message-----

>Greetings Jolly,

>

>Here are some suggestions you might want to check/try --

I'd suggest paying attention to #4

>and #5 in particular, since it worked previously:

>1. The date on your computer needs to be set properly --

double click the clock verify that

>the time and date are set.

>2. If your password information is not saved, verify

that you are typing it in with the

>correct case (uppercase or lowercase).

>3. Change your password @

<http://memberservicesnet.passport.com/memberservice.srf>,

then try

>signing in again.

>4. If you use a firewall (like ZoneAlarm, Norton Internet Security etc.), it's possible

>that Messenger doesn't have the correct rights to access the Internet, especially since you

>upgraded. You may need to re/add Messenger to the allowed list of programs in your firewall

>if this is the case.

>5. If you disabled your firewall in the past, it still

may be blocking Messenger — try
>restarting it and see if that helps the situation. You
also might try uninstalling an
>installed firewall, to verify that it isn't causing a
problem (even if it is disabled).
>6. Clear your IE cache and cookies — open Internet
Explorer, click the Tools menu, then
>Internet Options, then click the Delete Files button,
and when that's complete click the
>Delete Cookies button.
>7. Check your IE Security settings — open Internet
Explorer, click the Tools menu, then
>Internet Options, then Advanced tab, scroll to the
Security section, and verify that "Check
>for server certificate revocation" is unchecked. Also
verify that 'Use SSL 2.0' and Use SSL
>3.0' is checked, then click OK.
>8. Click Start, then Run, and enter the following:
>regsvr32 softpub.dll
>then click OK
>Then try again.
>

>Jonathan Kay
>Microsoft MVP – Windows Messenger/MSN Messenger
>Associate Expert
><http://www.microsoft.com/windowsxp/expertzone/>
>Messenger Resources – <http://messenger.jonathankay.com>
>
>"Jolly Rancher" <anonymous@discussions.microsoft.com>
wrote in message
>news:ca8201c43921\$11209af0\$a401280a@phx.gbl...
>>
>> I had MSN Messenger 6.1 (which was working just fine)
and
>> I saw 6.2 being advertised. So I d/l it and installed
>> it. Now I cannot log on, complaining that there's
>> something wrong with my internet connection, when in
fact
>> it was working fine all the while, even with 6.1.
>> It gave the error 0x81000301 (a problem with winsock)
if
>> anyone is wondering. Is anyone is experiencing this, or
>> know what truly is wrong?
>>
>> Thank You
>>
>>
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