

XP and Router Issues

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http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network_web/2004-08/3899.html

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Date: 08/25/04

Date: Wed, 25 Aug 2004 12:41:03 -0700

I am using DSL for Internet Connection through a Dell True Mobile 2300 Router. I have established two user accounts "Administrator" and "Guest". When I establish a password to open the "Administrator" account, then turn off the computer from the start button, the computer (Dell Dimension 8100) will go through closing process, but freeze/crash when it gets to the LAN portion of the close down. Eliminate the "Administrator" password and everything works fine. Dell technicians state this is a XP problem and not a router problem. They want me to disable the DSL connection each and everytime that I turn off the computer. Does not make any sense. Thanks for any help.

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John in Hawaii