

microsoft.public.windowsxp.network\_web: Re: AOL Broadband – I hear the moans already!!!

## Re: AOL Broadband – I hear the moans already!!!

**Source:**

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network\\_web/2004-10/0441.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network_web/2004-10/0441.html)

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**From:** Lou Ramsey (*lour\_at\_mailinator.com*)

**Date:** 10/02/04

Date: Sat, 02 Oct 2004 08:05:16 -0700

DISGRUNTLED wrote:

- > *First off, teh Modem itself kept shutting down.*
- > *Now, I get STOP ERROR messages and my PC re-starts.*
- > *looked into it...cos AOL Customer Service Reps only read from scripts!*
- > *Apparently it's due to either the Software that AOL provided or the DSL*
- > *Software,*
- > *which is causing display errors and causing my PC to shutdown.*
- > *It got to the point where I couldn't even stay logged-on for long enough to*
- > *un-install AOL, due it constantly re-starting my PC.*
- > *This meant I had to reformat my harddrive and lose valuable data...cheers.*
- > *May I add that none of these problems occurred until I installed AOL and the*
- > *DSL Modem.*
- > *I'm guessing it's the DSL Drivers, cos no version of AOL from 7-9 has*
- > *prevented this problem...but then again, AOL is known to give 56k users much*
- > *grief.*
- >
- > *All is well on the 56k modem, but the Broadband has caused nothing but grief.*
- >
- > *Aside from trashing the MOdem and burning my AOL CD, are there any other*
- > *ways to fix this?! Please help!!!...*
- >
- > *Oh...this problem isn't unique to AOL or Windows XP...had similar problems*
- > *with*
- > *similar USB/DSL modems on a friends PC – Windows 2000.*

This might be better posted in alt.aol.sucks.

Depending upon the re-start error, this could be a virus.

Your computer my be infected with the Blaster.or Sasser worm, or one of its variants. This happened because you have not been using an internet connection firewall and have apparently neglected to install the critical updates available from Microsoft.

If your computer is constantly attempting to shutdown or reboot:  
Start – Run, type "shutdown -a", and hit Enter.  
That should halt the reboot. Now fix the problem.

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Immediately turn–on Windows XP's built–in Firewall:

<http://www.microsoft.com/security/protect/>

Download and install Security patch KB824146:

<http://support.microsoft.com/?id=824146>

What you need to know about the Blaster Worm:

<<http://www.microsoft.com/security/incident/blast.asp>>

<http://support.microsoft.com/?id=826955>

<<http://securityresponse.symantec.com/avcenter/venc/data/w32.blaster.worm.html>>

What you need to know about the Sasser worm:

<http://www.microsoft.com/security/incident/sasser.asp>

<http://securityresponse.symantec.com/avcenter/venc/data/w32.sasser.worm.html>

<http://www3.telus.net/dandemar/sasser.htm>

And about the Nachi / Welchia worm:

<http://support.microsoft.com/?id=826234>

<<http://securityresponse.symantec.com/avcenter/venc/data/w32.welchia.worm.html>>

Download and run the Blaster and Welchia worm removal tool (Windows 2K/XP):

<<http://support.microsoft.com/?id=833330>>

"Get Help with Security and Virus–related Issues"

"Get free help by phone: 1 (866) 727–2338 (Toll free; US and Canada only)"

<http://www.microsoft.com/security/protect/support.asp>

A security issue has been identified that could allow an attacker to remotely compromise a computer running Microsoft Windows and gain complete control over it. You can help protect your computer by installing this update from Microsoft.

<http://www.microsoft.com/downloads/details.aspx?FamilyId=2354406C–C5B6–44AC–9532–3DE40F69C074&display=details>

A special note for AOL users:

America Online installs its own connection settings that override the ones that come with Windows XP. America Online's connection settings don't include a way to turn on Windows XP's built–in firewall.

[http://www.firewall–software.com/firewall\\_faqs/what\\_is\\_a\\_firewall.html](http://www.firewall–software.com/firewall_faqs/what_is_a_firewall.html)

[http://www.firewall–software.com/firewall\\_faqs/what\\_does\\_firewall\\_do.html](http://www.firewall–software.com/firewall_faqs/what_does_firewall_do.html)

<http://support.microsoft.com/?id=321050>

Visit the following web site for instructions on downloading a FREE firewall program for your computer.

Free Firewall software: <<http://www.updatexp.com/free.html>>

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