

## [Solved] Re: IE in XP cannot connect to Windows Updates page

**Source:**

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network\\_web/2004-10/2345.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network_web/2004-10/2345.html)

---

**From:** H. S. (*g\_reate\_xcalibur\_at\_yahoo.com*)

**Date:** 10/17/04

Date: Sun, 17 Oct 2004 02:39:16 -0400

The problem below was solved by changing the MTU of the client from 1500 to 1492. I was connecting it through a router which was connected to an ADSL modem. In pppoe cases, MTU cannot be 1500 IIRC, even not more than 1492.

Thanks for all those who tried to help,  
->HS

Apparently, \_H. S.\_, on 14/10/04 19:51, typed:

- >
- > *I am helping install a new Dell Inspiron 5160 that came with Windows XP*
- > *Home Edition. The user bought XP Pro Upgrade from his uniniversity and*
- > *asked me to partition his hard disk and install Pro.*
- >
- > *I uninstalled the earlier OS (Home edition) becuase it wasn't allowing*
- > *me to resize/create new partitions. And then clean installed XP Pro.*
- >
- > *Now right after intallation, note that \*nothing\* has been done yet, only*
- > *a couple of users have been created, I used the Dell driver's CD to*
- > *install the driver for the network card. Then connected the CAT5 cable*
- > *from my home network to the laptop and tried to do windows update by*
- > *going to windowsupdates.microsoft.com.*
- >
- > *IE reported "page cannot be displayed" and just couldn't access or*
- > *connect to the updates page. It also failed to connect to the*
- > *microsoft.com main page.*
- >
- > *I read though many messages and also called Dell Tech support (!) but*
- > *haven't been successful yet. I have tried to delete the iuengine.dll and*
- > *another dll file, removing cookies, deleting temporary files and*
- > *clearing history and even renaming the catrock2 (or something similar)*
- > *file in c:\windows\system32. Also tried changing the security settings*
- > *to Low and also allowing all cookies. IE simply cannot see the above*
- > *sites (also hotmail.com). Other than these, all site work okay e.g.*

microsoft.public.windowsxp.network\_web: [Solved] Re: IE in XP cannot connect to Windows Updates page

> *www.google.com, www.yahoo.com, etc.*

>

> *Suggestions please?*

> *->HS*

> *Sorry for crossposting, but couldn't really categorize the problem (not*

> *sure where exactly the problem is :)*