

## Re: XP SP2 Lock up after connecting to the WEB via dialup

**Source:**

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network\\_web/2005-01/2494.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network_web/2005-01/2494.html)

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**From:** Malke (*noreply\_at\_invalid.com*)

**Date:** 01/23/05

Date: Sun, 23 Jan 2005 15:44:31 -0800

Greg wrote:

- > *Ever since I upgrade to SP2 my entire computer will lock-up*
- > *peridically while*
- > *I am connected to the web via dial-up. This lock-up only happens when*
- > *I am*
- > *connected to the web. When this happens I have to power down and*
- > *start again... a real pain.*
- >
- > *Is there a fix/settings change that may correct this (I have tried*
- > *turnning*
- > *off the pop-up blocker and that did not help)? Also, is there any*
- > *function like Win2000 had with Ctrl-alt-del to shut down a Task?*

1. Update the drivers for your modem. Get the drivers from the modem mfr.'s website or from the OEM's site if you have that sort of machine (HP, Dell, Compaq, etc.).
2. Make sure your computer is 100% spyware and virus-free. If you want details as to how to do that, post back.
3. Look in Event Viewer (Start>Run eventvwr.msc [enter]) for clues.
4. What ISP? Are you using ISP-provided software? Check on their website to see if you need updated software.

Malke

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MS MVP - Windows Shell/User  
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"Don't Panic!"