

RE: Very unusual network problem

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network_web/2005-06/msg01557.html

- *From:* v-xuwen@xxxxxxxxxxxxxxxxxxxx (Vincent Xu [MSFT])
 - *Date:* Fri, 24 Jun 2005 05:20:09 GMT
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Hello,

Thank you for posting here.

>From your post, I don't make sense of your issue very much. So before we go further, please let me know following information so that we can perform further research.

1. What's the exact meaning of "network crash"? Is there any error message?

You may send me a screen shot to show it:

To take a screen shot:

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- 1) Press the Pr Scrn key once on the keyboard when the error message appears.
 - 2) Click Start, go to Run, enter MSPAINT in the open dialog box, and then Click OK.
 - 3) Use Ctrl + V to paste the screenshot to the canvas.
 - 4) From the File menu, go to Save and save it as a JPG file.
 - 5) Send the JPG file to me as an attachment.

My mailbox: v-xuwen@xxxxxxxxxxxx

2. As you mentioned it crashed when you move file from Desktop to Laptop, how about when you move file from Laptop to Desktop?

3. As you mentioned it was ok when you just checking mail which you called it "small", how about when you move a 5M file?

4. This issue happens just recently?

For your situation, I'd like to provide you some general suggestions to narrow down your issue:

Suggestion 1:

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Since you mentioned your motherboard firewire port with it, so please disable it to see if your network still crashes. About how to disable the firewire port please refer to your motherboard manual.

Suggestion 2:

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You may start your computer in safe mode to see if this issue occurs. And the step to boot into safe mode is below:

Safe Mode loads a minimally protected-mode configuration, disabling Windows device drivers and using the standard VGA display adapter.

1. Restart the computer.
2. Keep pressing F8 key until the Windows Startup menu appears.
3. Choose the Safe Mode with Network, and press Enter.

Note: Some third party applications and some hardware device cannot be used during Safe Mode. You will temporarily be unable to connect to the Internet temporarily while in Safe Mode.

If this issue disappears in the safe mode, I suspect that it is related to some third-party services or programs. You may Use Clean Boot to eliminate third party interference Boot into Clean Boot environment. Steps are below.

1. Click Start, click Run, type "msconfig" (without the quotation marks) in the Open box, and then click OK.
2. In the Startup tab, click the "Disable All" button.
3. In the Services tab, check the "Hide All Microsoft Services" checkbox, and then click the "Disable All" button.
4. Click OK and restart your computer.

310560: How to troubleshoot by using the System Configuration utility in Windows XP

<http://support.microsoft.com/kb/310560>

Suggestion 3:

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As you mentioned you have tried to use a program to completely delete the TCP/IP settings, so I'd like to provide you a method to reset Tcp/Ip with a command, you may also have a try:

1. Click "Start", click "Run", type "cmd" (without the quotation marks), and then press ENTER.
2. Type the following command, and then press ENTER: "netsh int ip reset log.txt" (without the quotation marks)
 - If you incorrectly type the command, you receive an error message. Type the command again.
 - If the command successfully runs, a new command prompt appears.
3. Type the following command, and then press ENTER: "netsh winsock reset" (without the quotation marks)
 - If you incorrectly type the command, you receive an error message. Type the command again.
 - If the command successfully runs, a new command prompt appears.
4. Type "exit" (without the quotation marks), and then press ENTER.

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5. Restart the computer.

Suggestion 4:

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If your issue happens just recently, you may try to perform a system restore to be back to the initial status or other correct state.

Note: if you have some important documents or files which are created after the restore point, please copy them to My Document. As this, even if you are back to the initial status, they are still remained in My Documents.

To restore your system to a previous state, we can use the following steps:

1. Before you start, please close all open files and close all open programs.
2. Click "Start"; Click "Programs or All Programs"; Click "Accessories"; Click "System Tools"; Click "System Restore". The System Restore user interface should appear.
3. Select "Restore my computer to an earlier time" and click "Next".
4. From the restore points available, select an appropriate restore point when your system is working correctly and click "Next".
5. Click "Next" again. The restore process will run and your system will restart automatically.
6. After restarting, check whether your system functions correctly now. If not, you can undo your last restoration or select another restore point in System Restore user interface.

306084: How to restore the operating system to a previous state in Windows XP

<http://support.microsoft.com/default.aspx?scid=kb:en-us:306084>

Windows XP System Restore

<http://www.microsoft.com/technet/prodtechnol/winxppro/maintain/xpsysrst.mspx>

Please let me know the above results and information so that I can provide further assistance on this problem. If you have any other questions or concerns, please do not hesitate to contact us. It is always our pleasure to be of assistance.

Best regards,

Vincent Xu
Microsoft Online Partner Support

When responding to posts, please "Reply to Group" via your newsreader so that others may learn and benefit from your issue.

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Business-Critical Phone Support (BCPS) provides you with technical phone support at no charge during critical LAN outages or "business down" situations. This benefit is available 24 hours a day, 7 days a week to all Microsoft technology partners in the United States and Canada.

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This and other support options are available here:

BCPS:

<https://partner.microsoft.com/US/technicalsupport/supportoverview/40010469>

Others: <https://partner.microsoft.com/US/technicalsupport/supportoverview/>

If you are outside the United States, please visit our International Support page: <http://support.microsoft.com/common/international.aspx>.

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| Date: Thu, 23 Jun 2005 11:51:57 +0200
| Subject: Very unusual network problem
| Newsgroups: microsoft.public.windowsxp.network_web
| From: Txl <nobody@xxxxxxxxxxx>
| Content-Type: text/plain; format=flowed; delsp=yes; charset=windows-1252
| MIME-Version: 1.0
| Content-Transfer-Encoding: 8bit
| Message-ID: <op.ssthovqbarkwbw@acer>
| User-Agent: Opera M2/8.0 (Win32, build 7561)
| Lines: 24
| Organization: Guest of ProXad - France
| NNTP-Posting-Date: 23 Jun 2005 11:51:14 MEST
| NNTP-Posting-Host: 84.5.42.137
| X-Trace: 1119520274 news16-e.free.fr 24846 84.5.42.137:1250
| X-Complaints-To: abuse@xxxxxxxxxxx
| Path:
TK2MSFTNGXA01.phx.gbl!TK2MSFTFEED02.phx.gbl!tornado.fastwebnet.it!tiscali!newsfeed1.ip.tiscali.net!proxad.net!infeed-1.proxad.net!news16-e.free.fr!not-f
or-mail
| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windowsxp.network_web:55349
| X-Tomcat-NG: microsoft.public.windowsxp.network_web
|
| Hello
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| I have 1 desktop and 1 laptop computer networked using XP PRO SP2 up to date.
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| They are both connected to an AP that also does DSL modem and network switch (great stuff btw)
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| The funny thing is that on the "big" computer the network goes down during "big" transfers, for example if I try to move a 50 megs file from the desktop to the laptop (or the other way around) the network crashes randomly during the transfer, sometimes immediatly (10-15 seconds), sometimes it stays up und running until 2-3 minutes but it always crashes.
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| I have tried direct cross cable between desktop and laptop, or through the switch and it still crashes the same, if I try to do "small" networking

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like just checking the mail every 5 minutes on the big computer it works for hours, so it's ONLY on BIG transfers that the crashes occurs.

| I have removed firewall, antivirus, ran all possible checks including online scans, checked for spyware using spybot, spysweeper and ad aware and of course there is NOTHING (I would have been glad to find something but I didn't).

| Where the problem really gets funny is that my motherboard also has a firewire port so I tried networking through the firewire, disabling the "normal" network card and the problem is the same, so it is NOT the network drivers or settings, QoS is LONG gone from my systems and i don't know what to do.

| I have tried using a program to completely delete the TCP/IP settings and resetting the LSP's but the problem is still the same.

| Thanks for the help, but please refrain from the usual virus-spyware and so on, you would be wasting your time (and mine but it's not that bad, ha ha ha)

| --
| Email contact

| <http://cerbermail.com/?ltO8eCFmRa>

• **Follow-Ups:**

- ◆ **[Re: Very unusual network problem](#)**
◇ From: Tx1

• **References:**

- ◆ **[Very unusual network problem](#)**
◇ From: Tx1
- Prev by Date: **[Re: Windows XP Home Network](#)**
- Next by Date: **[Re: Sharing only works one way XP Pro to XP Home](#)**
- Previous by thread: **[Very unusual network problem](#)**
- Next by thread: **[Re: Very unusual network problem](#)**
- Index(es):
 - ◆ **[Date](#)**
 - ◆ **[Thread](#)**