

Re: Very unusual network problem

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network_web/2005-06/msg01738.html

- *From:* v-xuwen@xxxxxxxxxxxxxxxxxxxxxx (Vincent Xu [MSFT])
 - *Date:* Mon, 27 Jun 2005 11:51:32 GMT
-

Hello,

Thank you for you reply in time.

Since these results of my suggestions are very important for further research, so please let me know as soon as possible.

Thanks again for cooperation

Best regards,

Vincent Xu
Microsoft Online Partner Support

Get Secure! – www.microsoft.com/security

| Newsgroups: microsoft.public.windowsxp.network_web
| Subject: Re: Very unusual network problem
| References: <op.ssthovqbarkwbw@acer>
<GaN0pxHeFHA.4856@xxxxxxxxxxxxxxxxxxxxxxxxxx>
| Message-ID: <op.ssu9ezdbarkwbw@acer>
| Date: Fri, 24 Jun 2005 10:48:25 +0200
| From: Tx1 <nobody@xxxxxxxxxxxxxx>
| Content-Type: text/plain; format=flowed; delsp=yes; charset=windows-1252
| MIME-Version: 1.0
| Content-Transfer-Encoding: 8bit
| User-Agent: Opera M2/8.01 (Win32, build 7642)
| Lines: 248
| Organization: Guest of ProXad – France
| NNTP-Posting-Date: 24 Jun 2005 10:48:39 MEST
| NNTP-Posting-Host: 84.5.42.137
| X-Trace: 1119602919 news8-e.free.fr 21814 84.5.42.137:1948
| X-Complaints-To: abuse@xxxxxxxxxxxxxx
| Path:
TK2MSFTNGXA01.phx.gbl!TK2MSFTFEED02.phx.gbl!tornado.fastwebnet.it!tiscali!newsfeed1.ip.tiscali.net!proxad.net!infeed-1.proxad.net!news8-e.free.fr!not-fo

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r-mail

| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windowsxp.network_web:55437

| X-Tomcat-NG: microsoft.public.windowsxp.network_web

|

| Le Fri, 24 Jun 2005 07:20:09 +0200, Vincent Xu [MSFT]

<v-xuwen@xxxxxxxxxxxxxxxxxxxx> a écrit:

|

| Hello, thanks for yur ideas, here are the first replies

|

|

|> 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:

|

|

| No error message, the transfer windows just gets "stuck", I can still press cancel and everything will function normally, but then it seems I have no network at all, I can't even ping my own machine...

|

|

|

|

|> To take a screen shot:

|> -----

|> 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?

|

|

| Same both ways, I think I mentioned this, but anyway it's confirmed

|

|

|

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|>
|> 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?
|
|
| Crash, to be honest it seems that the network is "overheating", meaning I
| can transfer a 1m file quickly, but i the transfer has to use full throttle
| for a certain period of time then it's dead, and no I don't know which
| period of time since it's not constant.*
|
|
| I'm trying your suggestions and will report later in the day
|
|
|
|>
|> 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:
|> =====
|> 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:
|> =====
|> 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.

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|> 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:
|> =====
|> 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.
|> 5. Restart the computer.
|>
|> Suggestion 4:
|> =====
|> 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.

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|>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/winxpro/maintain/xpsysrst.msp>

|>

|> 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.

|> =====

|> 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.

|>

|> This and other support options are available here:

|> BCPS:

|>

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

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|> 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>.

|>

|> =====
|> This posting is provided "AS IS" with no warranties, and confers no rights.

|>

|>

|> -----

|> | Date: Thu, 23 Jun 2005 11:51:57 +0200

|> | Subject: Very unusual network problem

|> | Newsgroups: microsoft.public.windowsxp.network_web

|> | From: Tx1 <nobody@xxxxxxxxxxxx>

|> | 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@xxxxxxxxxxxx

|> | Path:

|>

TK2MSFTNGXA01.phx.gbl!TK2MSFTFEED02.phx.gbl!tornado.fastwebnet.it!tiscali!ne

|>

wsfeed1.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

|> |

|> | I have 1 desktop and 1 laptop computer networked using XP PRO SP2 up
to

|> date.

|> |

|> | They are both connected to an AP that also does DSL modem and network

|> switch (great stuff btw)

|> |

|> | 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

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crashes.

|> |

|> | 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

|> 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/?ltQ8eCFmRa>

|> |

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| --

| Email contact

|

| <http://cerbermail.com/?ltQ8eCFmRa>

|

- *Follow-Ups:*

- ◆ *Re: Very unusual network problem*
◇ *From:* Tx1

- *References:*

- ◆ *Very unusual network problem*
◇ *From:* Tx1
- ◆ *RE: Very unusual network problem*
◇ *From:* Vincent Xu [MSFT]
- ◆ *Re: Very unusual network problem*
◇ *From:* Tx1

- Prev by Date: *Network Connection Slow Down*
- Next by Date: *Guest cannot access internet*
- Previous by thread: *Re: Very unusual network problem*
- Next by thread: *Re: Very unusual network problem*
- Index(es):
 - ◆ *Date*
 - ◆ *Thread*