

Re: Disconecction

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network_web/2006-02/msg00704.html

- *From:* JayJay <JayJay@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 14 Feb 2006 09:51:27 -0800
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Well, this happens on a couple of Dell Optiplex (6 to be exact) and there are 5 more that haven't that problem.

And happens, during the day, not on a specified time, but the users are working and then they just loose connectivity.

And yes, happens with all websites (intranet sites and internet sites). When the PC is ok, they can browse the sites they can't when the connection is lost.

i tried the mtu resolution problem in a pc, so far, because when i tried to send a package bigger than 1470, did'nt pass the gateway. If that doesn't work, i will try the ipsock resolution.

I'll let you know. But i think we're pretty much close to resolve the issue.

Thanks a lot!!

JJ

"Chuck" wrote:

On Mon, 13 Feb 2006 12:36:39 -0800, JayJay <JayJay@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

"Chuck" wrote:

On Fri, 10 Feb 2006 13:12:36 -0800, JayJay <JayJay@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

I have an issue related Windows XP clients, time to time they get disconnected from the network, but still can ping internet address, but cannot connect via Internet Exploter. The only resolution it's restart the pc. I checked DNS on the Server, Updates, and nothing helps Any ideas?

Re: Disconecction

Jay,

Id start by identifying the nature of the problem, using PingPlotter (free).

<<http://nitecruZR.blogspot.com/2005/05/essential-tools-for-desktop-and.html#PingPlotter>>
<http://nitecruZR.blogspot.com/2005/05/essential-tools-for-desktop-and.html#PingPlotter>

Run PingPlotter, and set it up to ping your ISPs DNS server.

With PP running,

when one of these "disconnections" occurs, note whether it indicates a break

between the computer and the router, the ISPs gateway, or the DNS server. PP

will also identify the cyclic nature of the disconnections.

Running this on

multiple computers will let you see if its happening simultaneously on multiple

computers.

Tks Chuck, i checked and the users can ping, can browse the network but they

cannot use internet or intranet features.

I think it's pretty much related with IE, what do you think?

because, this is not happening in all machines, only in a couple ones

JayJay,

So the problem exists on "a couple computers" (out of how many?), and happens from "time to time" (when? how often? all involved computers at same time?).

Not a very exact definition there.

<<http://nitecruZR.blogspot.com/2005/06/background-information-useful-in.html>>
<http://nitecruZR.blogspot.com/2005/06/background-information-useful-in.html>

When it happens, is it happening to all websites tried? Or to certain websites?

When it is not happening, do they surf to websites that they can't access when it is happening? A chronic, comes and goes, problem like this is usually an MTU issue.

<<http://nitecruZR.blogspot.com/2005/06/internet-connectivity-problems-caused.html>>
<http://nitecruZR.blogspot.com/2005/06/internet-connectivity-problems-caused.html>

If not MTU, I'd check for an LSP / Winsock problem.

<<http://nitecruZR.blogspot.com/2005/05/problems-with-lsp-winsock-layer-in.html>>
<http://nitecruZR.blogspot.com/2005/05/problems-with-lsp-winsock-layer-in.html>

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Cheers,

Chuck, MS-MVP [Windows - Networking]

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<http://nitecruzr.blogspot.com/>

Paranoia is not a problem, when it's a normal response from experience.

My email is AT DOT

actual address pchuck mvps org.