

Limited or no connectivity (tried everything on pchuck's, out of ideas)

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network_web/2006-08/msg01040.html

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Until about 6 days ago I knew nothing about networks so I am a newbe, but I've been spending countless hours reading usenet messages on the topic and talking to customer service and I think I've exhausted all my resources, so I decided to ask for some help.

System: Dell Dimension E310
WindowsXP Media Edition V.5.1 SP2 (SP2 came built in)
D-link WBR-2310 wireless router
Motorola SB5100 cable modem
Firefox and Explorer
Intel Pro/100 VE ethernet card
SP Time Warner
Kerio firewall V.4.3.2.6

Some background...about 6 days ago I uninstalled the trial version of mcafee security center from the hardline computer because it was about to expire (came with the computer), and I installed the latest Kerio firewall, Ewido anti-malware, AVG anti-virus and Ad-aware. The next day I was unable to access the internet and I was getting the "limited or no connectivity" message on both the hardlined computer and the computer with the wireless card. The next day the internet just started working again, and then the day after that it stopped. I just have the two computers on the network. When I connect the modem directly there is no problem, other than the fact that I get an IP 24.94.xx.xxx, and Time Warner says that it's not theirs. Theirs starts with 10.

***Note: When troubleshooting with Time Warner, doing the same things I had been doing, 100x's before: resetting and unplugging the router and modem, and rebooting in different orders, and TW resetting the modem, I was about to try and switch out the cable when the service tech said "wait, check and see if you have internet" and i did. Problem fixed I thought. I asked him what he did. "Nothing really". So I hung up the phone and tried unplugging the modem and router because I had to untangle all the wires and put everything back into the desk and I wanted to make sure I still had a connection. I plugged them back in and I still had a connection. So I unplugged again and after putting everything back in the desk and plugging back in, it was back to

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"limited or no connectivity". I called Time Warner back to try and duplicate the results and tried for an hour with no luck. So I thought it was a "touchy" cable because it lost connection after I moved it back in the desk. So I tried replacing the cables and that didn't work either.

The problem seems to be with the hardline computer because I can't access the routers IP on it to get the D-link setup on my browser, but I can on the wireless comp. The computer just won't accept the routers IP. The signal strength is the same 100mbps on both computers. I'm pretty sure after everything I've tried that the problem is with the Kerio firewall. I called them and they told me that the latest version isn't compatible with wireless routers (This info could have been useful to me about 6 days ago!). So the guy said he would send me the link to dl the previous version 4.3.2.6 and it should fix the problem...it didn't. I asked him if I didn't want to use Kerio anymore what the fix would be and he said that there isn't one, so I am pretty much stuck with Kerio until they come up with a fix. I think that is BS.

What I've tried so far:

–After calling Time Warner, they told me that I had the wrong type of modem because it was installed with the digital phone service, and they had not switched it out for the motorola when we canceled the service. They said that the modem may be the problem but I doubted it because we canceled the service months ago and this problem just came up. So I got the correct modem from them.

–Uninstalled the for-mentioned software.

–checked for a physical problem (resetting the router and modem countless times, power cycling them, rebooting, switching out the cat5 cables, bought a linksys router to try)

–I was still getting error messages on startup from McAfee and I couldn't find a way to fully uninstall it so I went into the registry and deleted every instance of "mcafee". I know that is pretty reckless but I was frustrated and it got rid of the error messages.

–checked for corrupt winsock

–ran winsockxp fix

–checked the tcp settings in network connections

–did a system restore

–uninstalled the ethernet driver and reinstalled it

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- uninstalled the wireless driver and reinstalled it
- entered a static IP address
- reinstalled mcafee and then uninstalled it
- checked for viruses, and malware
- uninstalled windows updates
- checked to make sure that the proper services were set right
- installed the previous version of Kerio that they sent me

Here is my config info:

Windows IP Configuration

Host Name : Office
Primary Dns Suffix :
Node Type : Hybrid
IP Routing Enabled. : No
WINS Proxy Enabled. : No

Ethernet adapter Local Area Connection 6:

Connection-specific DNS Suffix . :
Description : Intel(R) PRO/100 VE
Network Connection
Physical Address. : 00-13-20-E0-68-B5
Dhcp Enabled. : Yes
Autoconfiguration Enabled : Yes
Autoconfiguration IP Address. . . : 169.254.148.2
Subnet Mask : 255.255.0.0
Default Gateway :

Server Name \\OFFICE
Server Comment

Software version Windows 2002
Server is active on
NetbiosSmb (000000000000)
NetBT_Tcpip_{3F6FAAE3-2001-4009-9343-B1244F43E0CB} (001320e068b5)

Server hidden No
Maximum Logged On Users 10
Maximum open files per session 16384

Idle session time (min) 15

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The command completed successfully.

Computer name \\OFFICE
Full Computer name Office
User name Darlene

Workstation active on
NetbiosSmb (000000000000)
NetBT_Tcpip_{3F6FAAE3-2001-4009-9343-B1244F43E0CB} (001320E068B5)

Software version Windows 2002

Workstation domain MSHOME
Workstation Domain DNS Name (null)
Logon domain OFFICE

COM Open Timeout (sec) 0
COM Send Count (byte) 16
COM Send Timeout (msec) 250
The command completed successfully.

Status for domain MSHOME on transport
\\Device\NetBT_Tcpip_{BA8393AB-D8CF-4DED-914E-F95508192A3F}
Browsing is active on domain.
Master browser name is: OFFICE
Master browser is running build 2600
1 backup servers retrieved from master OFFICE
\\OFFICE
There are 1 servers in domain MSHOME on transport
\\Device\NetBT_Tcpip_{BA8393AB-D8CF-4DED-914E-F95508192A3F}
There are 1 domains in domain MSHOME on transport
\\Device\NetBT_Tcpip_{BA8393AB-D8CF-4DED-914E-F95508192A3F}

I didn't include the info for the wireless compuer because I don't think it's relevant to this problem?

Hopefully I've included the necessary info. I didn't want to have to post but I'm ready to pull my hair out and this problem is consuming all my time. To get information from the net I have to bypass the router and then to troubleshoot I have to switch it back again. I've done this tens of times now. Any help would be greatly appreciated.

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