

## Re: Some Browsers Died (but not all)

---

*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network\\_web/2006-11/msg00131.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network_web/2006-11/msg00131.html)

---

- *From:* Malke <[notreally@xxxxxxxxxxxxxxxxxxxx](mailto:notreally@xxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Sat, 04 Nov 2006 19:47:50 -0800
- 

dbir wrote:

A friend's computer runs XP/Media Center, and has Auto Update turned on. It connects via DSL - no router, no other computers in the house.

He says communication to the internet (using IE6) had been slowing, and has ground to a halt. Sure enough, it times out getting any page (home page at his ISP, google, yahoo, etc). Interestingly, he also has an old copy of Mozilla browser installed. It works perfectly.

Upgraded IE to 7. No luck (just like IE6). Downloaded and installed current Firefox. No luck there either; no communication.

Clean boot (no startups, MSFT-only services): no change. Can't find anything unusual or different in Internet Options or Mozilla's preferences.

The machine communicates fine, because the old Mozilla works fine. But newer/more recently installed browsers (IE 6 & 7 and Firefox) can't get anything.

Any ideas for what to look at or for?

The First Question Of Troubleshooting: what changed between the time things worked and the time they didn't?

The Second Question of Windows Troubleshooting: what is the malware/virus status of the machine? If you think it is clean, what programs (and versions) did you use to determine this?

Be sure the computer is clean:

[http://www.elephantboycomputers.com/page2.html#Removing\\_Malware](http://www.elephantboycomputers.com/page2.html#Removing_Malware)

Re: Some Browsers Died (but not all)

Malke

---

Elephant Boy Computers

[www.elephantboycomputers.com](http://www.elephantboycomputers.com)

"Don't Panic!"

MS-MVP Windows – Shell/User

.