

Re: Baffling DNS Problem

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network_web/2007-06/msg00233.html

- *From:* Lem <lemp40@xxxxxxxxxxxxx>
 - *Date:* Sun, 10 Jun 2007 11:16:06 -0400
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mvp23 wrote:

Woke up one morning to find that both my internet browsers (IE7 and Netscape 7.2) were not loading any web pages! Narrowed it down to a local DNS problem. I am running Windows XP Home Edition SP2.

Here's what's been established:

- I can connect to websites with IP addresses but not by their DNS server names (tested with google.ca and others)
- Same result when 'pinging'
- Network Diagnostics for Windows XP also states a DNS problem in the log (see below for full log)
- cable modem and connections are all in perfect working order (IP and DNS addresses are all okay from ISP point of view) – internet connection works just fine when switched over to my MacBook – no virus or spyware detected (my antivirus software is current with latest virus defs and AutoProtect enabled, I also have Windows Defender and Spybot for spyware detection)

Things I've tried:

- repairing/renewing IP address
- flushing DNS
- reinstalling network drivers
- removing Winsock/Winsock2 from Registry and re-installing Internet TCP/IP Protocol – System Restore
- deleting all temp Internet files, cookies and history

Unfortunately, that's the extent of what I know to try, all to no avail and I have a feeling reinstalling IE7 isn't the answer because Netscape has the same DNS error. How do I fix this problem without resorting to try reinstalling Windows XP? HELP!

Network Diagnostics Log:

Last diagnostic run time: 06/09/07 22:11:05 DNS Client Diagnostic DNS – Not a home user scenario

info Using Web Proxy: no info Resolving name ok for (www.microsoft.com): no No DNS servers

DNS failure

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info Query [www.microsoft.com] against DNS Server 64.59.135.133, (Type = 0x1, Options = 0x10e8) returns 0x5b4 info Query [www.microsoft.com] against DNS Server 64.59.135.135, (Type = 0x1, Options = 0x10e8) returns 0x5b4 action Automated repair: Renew IP address action Releasing the current IP address... action Successfully released the current IP address action Renewing the IP address... action Successfully renewed the current IP address info Query [www.microsoft.com] against DNS Server 64.59.135.133, (Type = 0x1, Options = 0x10e8) returns 0x5b4 info Query [www.microsoft.com] against DNS Server 64.59.135.135, (Type = 0x1, Options = 0x10e8) returns 0x5b4 info Redirecting user to support call

Gateway Diagnostic Gateway

info The following proxy configuration is being used by IE: Automatically Detect Settings:Enabled Automatic Configuration Script: Proxy Server: Proxy Bypass list: info Could not get proxy settings via the Automatic Proxy Configuration mechanism info This computer has the following default gateway entry(ies): 70.72.37.1 info This computer has the following IP address(es): 70.72.37.150 info The default gateway is in the same subnet as this computer info The default gateway entry is a valid unicast address info The default gateway address was resolved via ARP in 1 try(ies) info The default gateway was reached via ICMP Ping in 1 try(ies) warn Hostname www.microsoft.com could not be resolved (Error code 0x2afc). Could be either gateway or DNS issue action Automated repair: Renew IP address action Releasing the current IP address... action Successfully released the current IP address action Renewing the IP address... action Successfully renewed the current IP address info This computer has the following default gateway entry(ies): 70.72.37.1 info This computer has the following IP address(es): 70.72.37.150 info The default gateway is in the same subnet as this computer info The default gateway entry is a valid unicast address info The default gateway address was resolved via ARP in 1 try(ies) info The default gateway was reached via ICMP Ping in 1 try(ies) warn Hostname www.microsoft.com could not be resolved (Error code 0x2afc). Could be either gateway or DNS issue action Automated repair: Reset network connection action Disabling the network adapter action Enabling the network adapter info Network adapter successfully enabled info This computer has the following default gateway entry(ies): 70.72.37.1 info This computer has the following IP address(es): 70.72.37.150 info The default gateway is in the same subnet as this computer info The default gateway entry is a valid unicast address warn The default gateway address could not be resolved via ARP action Manual repair: Reboot modem info This computer has the following default gateway entry(ies): 70.72.37.1 info This computer has the following IP address(es): 70.72.37.150 info The default gateway is in the same subnet as this computer info The default gateway entry is a valid unicast address info The default gateway address was resolved via ARP in 1 try(ies) info The default gateway was reached via ICMP Ping in 1 try(ies) warn Hostname www.microsoft.com could not be resolved (Error code 0x2afc). Could be either gateway or DNS issue info Waiting some time for the modem/router to stabilize action Automated repair: Renew IP address action Releasing the current IP address... action Successfully released the current IP address action Renewing the IP address... action Successfully renewed the current IP address info This computer has the following default gateway entry(ies): 70.72.37.1 info This computer has the following IP address(es): 70.72.37.150 info The default gateway is in the same subnet as this computer info The default gateway entry is a valid unicast address info The default gateway address was resolved via ARP in 1 try(ies) info The default gateway was reached via ICMP Ping in 1 try(ies) warn Hostname www.microsoft.com could not be resolved (Error code 0x2afc). Could be either gateway or DNS issue

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IP Layer Diagnostic Corrupted IP routing table

info The default route is valid info The loopback route is valid info The local host route is valid info The local subnet route is valid Invalid ARP cache entries

action The ARP cache has been flushed

IP Configuration Diagnostic Invalid IP address

info Valid IP address detected: 70.72.37.150

Wireless Diagnostic Wireless – Service disabled

Wireless – User SSID

Wireless – First time setup

Wireless – Radio off

Wireless – Out of range

Wireless – Hardware issue

Wireless – Novice user

Wireless – Ad-hoc network

Wireless – Less preferred

Wireless – 802.1x enabled

Wireless – Configuration mismatch

Wireless – Low SNR

WinSock Diagnostic WinSock status

info All base service provider entries are present in the Winsock catalog. info The Winsock Service provider chains are valid. info Provider entry MSAFD Tcpip [TCP/IP] passed the loopback communication test. info Provider entry MSAFD Tcpip [UDP/IP] passed the loopback communication test. info Provider entry RSVP UDP Service Provider passed the loopback communication test. info Provider entry RSVP TCP Service Provider passed the loopback communication test. info Connectivity is valid for all Winsock service providers.

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Network Adapter Diagnostic Network location detection

info Using home Internet connection Network adapter identification

info Network connection: Name=Local Area Connection, Device=Intel(R) PRO/100 VE Network Connection, MediaType=LAN, SubMediaType=LAN info Network connection: Name=1394 Connection, Device=1394 Net Adapter, MediaType=LAN, SubMediaType=1394 info Ethernet connection selected Network adapter status

info Network connection status: Connected

HTTP, HTTPS, FTP Diagnostic HTTP, HTTPS, FTP connectivity

warn FTP (Passive): Error 12007 connecting to ftp.microsoft.com: The server name or address could not be resolved warn HTTP: Error 12007 connecting to www.microsoft.com: The server name or address could not be resolved warn HTTPS: Error 12007 connecting to www.microsoft.com: The server name or address could not be resolved warn HTTPS: Error 12007 connecting to www.passport.net: The server name or address could not be resolved warn HTTP: Error 12007 connecting to www.hotmail.com: The server name or address could not be resolved warn FTP (Active): Error 12007 connecting to ftp.microsoft.com: The server name or address could not be resolved error Could not make an HTTP connection. error Could not make an HTTPS connection. error Could not make an FTP connection.

But for your statement that things work OK with your MacBook, it might be a problem with your ISPs DNS server. Just to be complete, try setting the IP for the DNS server to some public DNS server:

<http://www.tech-faq.com/public-dns-servers.shtml>

How to configure TCP/IP to use DNS in Windows XP <http://support.microsoft.com/kb/305553/en-us>

Lem -- MS-MVP - Networking

To the moon and back with 64 Kbits of RAM and 512 Kbits of ROM.

http://en.wikipedia.org/wiki/Apollo_Guidance_Computer

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