

Re: ISP disconnects

Source:

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- *From:* "V Green" <vanceg@xxxxxxxxxxx>
 - *Date:* Sun, 23 Sep 2007 11:43:31 -0700
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"Ken Knecht" <kenk6600@xxxxxxxxxx> wrote in message
news:Xns99B4752FCE036kenkderucom@xxxxxxxxxxxxxxxx

"V Green" <vanceg@xxxxxxxxxxx> wrote in
[news:#rPtAdg\\$HHA.4612@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:#rPtAdg$HHA.4612@xxxxxxxxxxxxxxxxxxxxxxxx):

"Jimmy" <me@xxxxxxxx> wrote in message
[news:fd65h7\\$inm\\$1@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:fd65h7inm1@xxxxxxxxxxxxxxxxxxxxxxxx)

Ken Knecht wrote:

The past several weeks I've been getting disconnected from my _dial-up_ connection to my ISP, too often several times an hour. This makes it impossible to DL anything useful. It's not the ISP, I changed (for other reasons) and the problem continues. I just bought PC Tools Spyware Doctor yesterday and all it found were cookies so it's not likely to be malware. To my ear the phone line sounds quiet. AVG found no viruses.

Oddly, often the system seems to be unaware I am disconnected. I get no disconnect window from DUN and my Gmail new-mail monitor doesn't complain, which it does instantly if I disconnect manually. I however can no longer use my news reader, browser, email client etc. so need to disconnect and reconnect which fixes things for a

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while.

Could this be a modem (US Robotics 56K external) problem?

Anything anyone can suggest for me to try?
Any sort of diagnostic tool available? I'd even pay for one if it would likely help!<g>

Running XP Home, SP1.

TIA

Look for other devices on the same phone line in your home. Remove anything you find. Could be something simple like one of the family trying to make a call...

Exactly.

Or intermittent/loose/wet connections, etc. on your service drop from the good ol' Phone Co.

Next time you seem to lose the connection, go pick up a phone and see if you get SCREEEEEE!!! or dialtone.

If you still have carrier, start looking for a hardware/software issue on the PC. If you have dialtone, the modem has hung up OR been otherwise disconnected for some reason.

Neither. I just get a fairly loud hum.

That sounds like something (phone answering machine, etc.) has "picked up" the line BEFORE the modem (which is after the whatever-it-is) or you've lost the incoming service.

I'm going to put a backup desktop on-line. Teed off the same phone line but different modem, etc. and see what happens.

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OK. Should tell us something.

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Every silver lining has a cloud.

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