

Re: Good wireless signal – but browser cannot find it?

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Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.network_web/2008-11/msg00204.html

- *From:* shoulderhead <shoulderhead@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 10 Nov 2008 13:36:08 -0800
-

Hello again,

I hope that this doesn't change anything but I thought I should inform you.

I have now removed Norton Internet Security from this PC and replaced it with AVG free and Windows firewall. I found NIS 2008 difficult to work with and had issues with it (as many others did, according to forums) hogging the CPU. Subscription renewal was due next month, so I've got rid of it.

I still have the discs and licence and can reinstall it if it affects the issue discussed in this thread.

Thanks, Shd

"shoulderhead" wrote:

Thanks smlunatick, this sounds good.

But I have already tried it without the firewall and it still couldn't find any sites.

To be on the safe side I have currently disabled all of Norton Internet Security until I can get the PC on the internet, and the situation remains the same, so I'm pretty sure the problem lies elsewhere.

Thanks for the suggestion, though.
Cheers, Shd

"smlunatick" wrote:

On Nov 10, 2:52 pm, shoulderhead
<shoulderh...@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

Hello again Steve,
Thanks for your patience.

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Not such good results, this time.

Couldn't ping router – request timed out 4 times – Packets sent = 4, Received = 4, Lost = 4, (100% Loss)

TCP/IP reset and rebooted. No change noted.

No firewall conflicts present.

But when I gave the command to see the route table, the text box briefly flashed on the screen and then disappeared. I tried this several times but without success. The text box appears full, but stays on screen for a fraction of a second and then disappears. No chance to copy and paste – or even read it.

Could this disappearing screen be a clue?
Thanks again for your help so far
Best wishes, Shd

"shoulderhead" wrote:

Hello Steve,
Many thanks for reply, it's much appreciated.

Just a quick note to inform you that I can't do any more tonight as most of the household has gone to bed (I'm in UK, it's 2am) and I can't access said computer.

However, I will carry out your instructions tomorrow and post back the results.

Thanks again.
Best wishes, Shd

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"Steve Winograd" wrote:

On Sun, 9 Nov 2008

16:20:01 –0800,

shoulderhead

<shoulderh...@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote:

Hello,

All
our
PCs
are
Windows
XP
and
we
have
a
Netgear
router
which
sends
out
a
108mbps
signal.
All
is
working
well
–
except:

We
fitted
a
wireless
PCI
card
into
our
son's
PC

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to
enable
him
to
connect.
It
installed
fine,
connected
to
the
network
–
and
the
logo
on
the
taskbar
is
showing
an
excellent
strength
signal.
But
his
browser
cannot
find
any
connection
and
displays
the
error
page
whenever
we
try
to
connect
(on
both
Firefox
and
IE7).
I
have
tried
to

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help
them
find
it
by
using
–Tools>Options>Connections>Settings
–
and
checking
the
'Automatically
detect
settings'
box
–
but
still
nothing.
Yet
network
tests
confirm
that
a
good
signal
is
reaching
the
PC?

This
PC
used
to
connect
via
an
ethernet
cable
and
recently
via
a
USB
wireless
device
and

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never
had
a
problem
finding
the
connection.

The
firewall
is
Norton
–
but
disabling
it
temporarily
made
no
difference.

I'm
probably
forgetting
something
very
basic
here,
but
I'm
lost.
I'm
so
used
to
just
plugging
things
in
and
letting
Windows
do
all
the
rest!

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Any
advice
appreciated.
Apologies
for
rambling
question.
Thanks
in
advance.

Best
wishes,
Shd

Un-check
the
'Automatically
detect
settings'
box
and
all
of
the
other
boxes
in
the
LAN
Settings
window.
They
don't
apply
to
your
setup.

Please
do
these
tests

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to
help
diagnose
the
problem:

1.
Right-click
the
wireless
network
connection,
then
click
Status
>
Support
>
Details.
What
does
it
show
for
IP
Address,
Subnet
Mask,
Default
Gateway,
and
DNS
Server?

2.
Open
a
command
prompt
window
(Start
>
Run
>
cmd),
and
type

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these
commands.
Each
one
should
receive
four
replies:

```
ping  
208.67.222.222  
ping  
resolver1.opendns.com
```

Hello Steve,
Thanks for
reply.

Unchecked
auto-detect
boxes in
connections
and LAN.
The details
for the
network
connection
are as
follows:

```
IP Address  
-  
192.168.1.4  
Subnet  
Mask -  
255.255.255.0  
Default  
Gateway -  
192.168.1.1  
DNS Server  
-  
192.168.1.1
```

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(Also, a
DHCP
Server was
listed with
same
numbers as
DNS
Server)

Pings not so
successful?

ping
208.67.222.222
– This
received
'request
timed out'
message,
four
times.
Concluded
with a
summary –
Packets sent
4, Received
0, Lost 4
(100%
loss)

ping
resolver1.opendns.com
– This
received the
message:
ping request
could
not find
host
resolver1.opendns.com.
Please
check the
name and

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try again.

Any of this
sound
familiar to
you? It
throws me
into deeper
bafflement!

Thanks
again for
your time.
Best
wishes, Shd

You're welcome, Shd, and
thanks for giving the test
results. They
show that your wireless
network connection is
getting the right
settings from your Netgear
router, but it isn't able to
access sites
on the Internet.

Can the computer ping the
router? Try this command:

```
ping 192.168.1.1
```

Since the Norton Firewall is
installed, make sure that the
Windows
Firewall is turned off.

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Resetting TCP/IP might help. Type this command, then reboot:

```
netsh winsock reset
```

If none of that helps, please post a copy of the computer's route table. Enter this command, then copy/paste the contents of the "route.txt" file:

```
route print >route.txt
```

--

Best Wishes,
Steve Winograd, MS–MVP
(Windows Networking)

Please post any reply as a follow–up message in the news group for everyone to see. I'm sorry, but I don't answer questions addressed directly to me in E–mail or news groups.

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Professional Program
<http://mvp.support.microsoft.com>

I have seen this before and it was a firewall problem. I was using Norton 360 v2 software which has an enhanced firewall module. Every time I was trying my wireless adapter, I was getting strong wireless signals but no access to the Internet or the router's internal web pages. Turned out the firewall module needs to be told to trust the router's LAN IP address (aka default gateway for the PC) and the wireless router's SSID name.

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