

## Re: Problems with XP

**Source:**

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.perform\\_maintain/2004-04/1887.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.perform_maintain/2004-04/1887.html)

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**From:** Aggie (*anonymous\_at\_discussions.microsoft.com*)

**Date:** 04/13/04

Date: Mon, 12 Apr 2004 18:40:05 -0700

I received a cd from SBCYAHOO! to put on computer for the internet. They sent a modem with the cd. At first I thought I was going to have to install this ethernet board they sent but when I told them I was already on a modem for cable internet, they told me that I wouldn't have to install the board. Good thing too, because I wasn't about to open up my computer and void any warranties. I do remember when it was loading I got a window about downloading it. Something about ignoring and doing it anyway...can't remember exact wording. When it was done I call SBC and told them I had downloaded it and that it wasn't working right. They had me do some settings to it. Afterwards told me it would be ok now...which it isn't! I have a small icon in the taskbar now that when I point the browser to it it says HomePortal not Activated. Whatever that means. They have had me set it a couple of times and it will show activated and then go back to not activated the next time I log on. I'm sorry that I am so duhhhh about all this. I am trying my best to learn what I can. My last computer had Windows 95 on it and was an IBM Aptiva. Maybe I've made the wrong choice by choosing DELL?? Thank you for your help.

>Can you elaborate on what you actually did? Tell us how you installed the

>new DSL modem that you received from your service provider.

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