

Re: IE can't connect to any sites

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2004-02/4656.htm>

From: H Leboeuf (*NoAddress_at_generation.invalid*)

Date: 02/12/04

Date: Thu, 12 Feb 2004 10:01:26 -0500

Since you cannot get to any site I'm posting the text of the page.

<http://www.dslreports.com/faq/sbc/all#1453>

Q: I can connect but I can't browse, first time setup (#1453)

A: There could be a number of things wrong with a new setup. The most common is when the

dial up settings are set to use your dial up connection. Extra protocols like

IPX/SPX or NetBEUI on the Network Telesystems PPPOE adapter or the NIC or modem can also cause problems. Bugs in the Enternet 300 data transfer or winsock getting corrupted by installation of software can be other factors.

1) Internet Options

Go to Start-Settings-Control Panel-Internet(Options).

On the General tab in the Temporary Internet Files Folder,

click on "Delete Files", put a check in "delete all offline content", click

"Ok". On the Connections tab, "Never dial a connection" should be selected

or all 3 options should be

greyed out. Click on "LAN Settings" and make sure everything is blank, click

"Ok", click "Ok".

2) Network settings

Go to Start-Settings-Control Panel-Network.

The Network Telesystems PPPOE adapter and the modem/NIC(that the modem uses) should not have

any IPX/SPX, NetBEUI, Internet Connection Sharing, or other protocols on them besides

TCP/IP. If there is no tcp/ip bound to the Network Telesystems PPPOE adapter or modem,

then click Add-Protocol-Add, click on "Microsoft" for the manufacturer,

click on "TCP/IP" for the protocol, click "Ok", and verify that tcp/ip is

bound to the Network Telesystems PPPOE adapter and the modem/NIC. Then,

click on the extra protocols bound to the Network Telesystems and the

modem/NIC and click "Remove" until they are gone.

Click "Ok" and reboot. You may need your Windows CD for this step so keep it ready.

4) Disable NIC

If you have a another NIC in the PC besides the one you use for the DSL modem, you can try disabling it by right-clicking on the My Computer icon, click on Device Manager, expand Network adapters, double-click on the NIC you don't use, put a check by "Disable in this hardware profile", click "Ok", close Device Manager. If you had cable internet service using that NIC it may be interfering with your ability to browse. Be sure to have your Windows CD with you, in case the computer asks for it. Go to the network settings, go to the tcp/ip settings for the NIC, change it from "specify an IP address" to "obtain an IP address automatically", click on the DNS tab, disable DNS here, click "Ok", click "Ok", reboot PC. It's not uncommon for the tcp/ip settings for the 2nd NIC to interfere with browsing if you had cable service before.

5) DNS server

Determine if it's a DNS issue. Go to Start-Run, type "command", click "Ok". Type "ping 216.115.108.245", hit "enter", then type "ping yahoo.com". The reason I use yahoo.com is because they accept pings and many other sites don't. If you cannot ping the domain name, but are successful pinging the IP address, then it may be a DNS issue. To confirm the DNS problem, open your browser and type in 216.115.108.245, this will not require any DNS resolution and should open up just fine to www.yahoo.com.

If that works, then you may want to change the DNS server you are using. In Internet 300, right-click on the connection profile, click on "TCP", choose "Specify a DNS server", input a DNS number, click "Ok", disconnect, reconnect, and open your browser. If that doesn't work then go to Start-Settings-Network, double-click on tcp/ip for the Network Telesystems PPPOE adapter, click on "DNS Configuration", click on "Enable DNS", input a primary DNS number and/or a secondary DNS number, click "Ok", click "Ok", and reboot your PC.

6) Internet 300 communication bug

If you cannot ping an IP address(216.115.108.245, this is yahoo and they do accept pings), then it's not a DNS resolution issue, but a communication issue. Internet 300 will sometimes have a communication bug in its Advanced Settings. In Internet 300, go to Connections-Settings-Advanced, make sure that Private API and Filter Driver are chosen. If they are not chosen, change your current settings to Private API and Filter Driver, click "Ok", click "Ok", right-click on the 2 little computer monitors in the bottom right corner, click on "Exit", reconnect and try to browse. If this doesn't work, change the Advanced Settings to DHCP/Filter Driver, DHCP/Protocol Driver, or Private API/Protocol Driver.

7) Repair your browser

If you can ping domain names and IP addresses, then you may have a few corrupt Internet Explorer files. On older versions of Internet Explorer, you will not have the repair browser option in Add/Remove Programs. Go to Start-Settings-Control Panel-Add/Remove Programs, double-click

on Internet Explorer, choose "Repair Browser", click "Ok", and reboot.

8) Firewalls

If you are running a firewall such as Zonealarm or Black Ice Defender, it may not be configured properly. Try disabling the firewall. If that doesn't work try uninstalling the software. If you can browse, then check the Firewall manufacturer's website for any PPPOE or DSL specific settings in their FAQ or support section before reinstalling. A firewall will work with DSL but if it's not configured properly then you will have browsing issues.

If you have Zonealarm and Windows 2000, you should allow "Internet Information Services" and "Services and Controller app" (both windows services) access to the internet. If these services are blocked, you won't be able to surf.

For more information:

<http://www.dslreports.com/forum/remark.1292935:root=ilec.swbell;mode=flat#1297078>

9) Winsock corruption

If you cannot browse on dial-up and DSL or with other ISPs, then your winsock registry keys have become corrupted. If you can ping domain names and ip addresses, then your Winsock may be corrupted and you won't be able to browse even by IP address(<http://216.115.108.245> will not work, this is www.yahoo.com). **DO NOT DO THIS STEP IF YOU ARE UNFAMILIAR WITH THE REGISTRY.** Make sure your PC is backed up first, and to back up your registry. To back up your registry, go to Start-Run, type "Command", click "Ok", type "scanreg /backup", hit "enter", and close the screen. If your computer acts strange after doing this, then reboot your PC, hit the "F8" key about every 1-2 seconds, the boot menu should appear, choose "Command Prompt Only", then type "scanreg /restore", choose the backup, and choose "Ok".

This was originally posted in a thread by dsljock, an ASI tech.

Your Winsock files are corrupted. I've run into this before on some of my customers computers. This procedure can have a significant impact on the customer's computer, but the need for this procedure seems to be showing up more and more. During the installation of the DSL line, sometimes the Winsock files become corrupted. Or they are corrupted to begin with. And sometimes, everything works fine for a period of time, and then the browser stops working. This is a procedure that many times will resolve the problem.

Before you start the editing procedure, It is always a good idea to make a Windows Start-Up disk, and to have a back-up copy of the registry.

Win98
(Customer Computer)

microsoft.public.windows.inetexplorer.ie6.browser: Re: IE can't connect to any sites

To restore damaged or corrupt Winsock files. The computer will connect with the PPPoE adapter, but the browser will not work. The same symptoms are seen using the analog modem. You can connect to your ISP, but the browser stalls, will not browse. The technician will be to connect and browse with their laptop.

REGISTRY EDIT (MAKE a REGISTRY BACKUP before attempting this!)

1. Remove Dial Up Networking From----- Control Panel
Add/Remove Programs
Windows Setup
Communications

(Reboot the Computer)

-Start-Run-Regedit

Registry Keys:

Expand:
HKey Local Machine

Expand:
System

Expand:
Current Control Set

Expand:
Services

Under Services, Delete the following Keys:

Winsock
Winsock2

Under Services, expand VXD.

Under VXD, delete the following Keys:

AFVXD
DHCP
MSTCP
WINSOCK
WINSOCK2

Rename in the "c:\windows\winsock.dll" to "winsock.asi"

After the Registry has been edited, go back and re-install Dial-Up Networking to restore your Winsock files to original condition. You will need the Win98 O.S. disk, unless the O.S. is on the hard drive.

I have duplicated this procedure in WinME, but after I uninstalled Dial-Up Networking, the computer would always reboot in Safe Mode, until I

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re-installed Dial-Up Networking.

One thing to consider with a new installation on a WinME machine— you can create a restore point before you start the installation. This will allow you to return the customer's computer to its previous condition. (Pre-Install).

After this procedure, you may have to un-install your PPPoE software, and re-install it.

I would also recommend changing your NIC as the Westell is only 10meg. I'm not sure if it will work with a 100m only card.

Good Luck!

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Henri Leboeuf

Web page: <http://www.generation.net/~hleboeuf/index.htm>

"jake" <anonymous@discussions.microsoft.com> wrote in message news:e5b801c3f0a8\$13928fd0\$a001280a@phx.gbl...

> After trying to configure my DSL, I keep getting the
> message "page cannot be displayed". Have tried the
> machine on a cable in which the internet works fine on a
> pc right next to it. Is this a tcp/ip error, or is
> something else damaged? I can ping addresses thru a
> command prompt etc. Netscape does the same thing. Any
> ideas???

> Thanks!