

## Re: Internet Connection Ceased

**Source:**

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2005-01/1043.htm>

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**From:** Frank Saunders, MS-MVP IE/OE ([franksaunders\\_at\\_mvps.org](mailto:franksaunders_at_mvps.org))

**Date:** 01/07/05

Date: Thu, 6 Jan 2005 20:38:14 -0600

USB memory stick?  
CDR?

--

Frank Saunders, MS-MVP, IE/OE

Please respond in Newsgroup only. Do not send email

<http://www.fjsmjs.com>

Protect your PC

<http://www.microsoft.com/athome/security/protect/default.aspx>

"Randall" <[Randall@discussions.microsoft.com](mailto:Randall@discussions.microsoft.com)> wrote in message

news:A5C54E08-30F1-44D3-8A67-C40F57E196A3@microsoft.com

> Thanks for all of your suggestions, Frank. Unfortunately, we cannot  
> download. And there is no diskette drive, either to swap files.

>

> We do have Ad-Aware installed on the system. We had not thought of  
> that. We'll try it tonight!

>

> Regards,

>

> Randall

>

> "Frank Saunders, MS-MVP IE/OE" wrote:

>

>> If you click File on the IE menu does IE think it's online or

>> offline.

>>

>> Eliminate any scumware.

>> What You Should Know About Spyware

>> <http://www.microsoft.com/athome/security/spyware/deviuoussoftware.mspix>

>>

>> CAUTION!!!!!! Before you try to remove spyware using any of these

>> programs , download a copy of LSPFIX from any of the following sites:

>> <http://www.cexx.org/lspfix.htm>

>> <http://www.spychecker.com/program/winsockxpfix.html>

>> (if your OS is Win2k or XP) The process of removing certain malware

>> may kill your internet connection. If this should occur, this

>> program, LSPFIX, will enable you to regain your connection.

>>

>> See

>> Dealing with Unwanted Malware, Parasites, Toolbars and Search Engines

>> <http://mvps.org/winhelp2002/unwanted.htm>

>>

>> Note that AdAware and SpyBot S & D will each catch some things the

>> other won't. Also, each needs to be updated with the program's

>> update function before every use, even when just downloaded.

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>> There's also a lot more to do than just those two programs.  
>> CWShredder is also available here:  
>> [http://www.kellys-korner-xp.com/regs\\_edits/cwshredder.zip](http://www.kellys-korner-xp.com/regs_edits/cwshredder.zip) or  
>> <http://forum.aumha.org/downloads/cwshredder.zip> \*\*Post your  
>> HijackThis log to  
>> <http://www.spywareinfo.com/forums/>  
>> <http://forums.tomcoyote.org/>  
>> <http://www.wilderssecurity.com/> or the Spyware forum at  
>> <http://forum.aumha.org/viewforum.php?f=30> for expert analysis, not  
>> here.\*\* Alternative download pages for Ad-Aware, Spybot, HijackThis  
>> and CWShredder may be found on this page:  
>> <http://aumha.org/a/parasite.htm>.  
>>  
>>  
>> See this link for information about malware:  
>> <http://arstechnica.com/articles/paedia/malware.ars>  
>>  
>> If nothing there helps, please post back to this thread.  
>>  
>> --  
>> Frank Saunders, MS-MVP, IE/OE  
>>  
>> "Randall" <Randall@discussions.microsoft.com> wrote in message  
>> news:D535C110-3304-4E2C-A118-15F2055F1B5E@microsoft.com  
>>> The machine connects through a Zoom modem with a cableline and  
>>> ethernet card adapter 10/100 mbps. 3 lights on the modem are  
>>> continually on - Active, Sync, 10/100. As I mentioned before, the  
>>> provider's tech support was able to see my pc through the modem.  
>>> when I bring up IE, I get the same screen you would normally  
>>> receive when a website is temporarily down.  
>>>  
>>> Thanks!  
>>>  
>>> "Frank Saunders, MS-MVP IE/OE" wrote:  
>>>  
>>>> "Randall" <Randall@discussions.microsoft.com> wrote in message  
>>>> news:147FE539-4E4A-4D4A-ABFD-DD07CF9B40D4@microsoft.com  
>>>>> The internet connection on my laptop ceased to work last week  
>>>>> while I was working in Internet Explorer. We have a Sony Vio with  
>>>>> Windows XP and a Cable Modem service provider. We tried  
>>>>> troubleshooting a few times for a few hours with the cable modem  
>>>>> provider, but to no avail. The provider was able to see the  
>>>>> laptop and we ran several ping and ipconfig tests to get a  
>>>>> response. We also checked the network connections folder and  
>>>>> verified that TCP/IP was checked, properties were set correctly,  
>>>>> etc.. Yesterday, we had a friend who is an IT professional look  
>>>>> at the system. Still, we have no connection. Any ideas.  
>>>>>  
>>>>> Thanks for your assistance in advance.  
>>>>  
>>>> How does the machine connect?  
>>>> What happens when you try?  
>>>>  
>>>> --  
>>>> Frank Saunders, MS-MVP, IE/OE  
>>>>  
>> If you click File on the IE menu does IE think it's online or  
>> offline.  
>>  
>> Eliminate any scumware.  
>> What You Should Know About Spyware  
>> <http://www.microsoft.com/athome/security/spyware/deviuoussoftware.msp>

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>> <http://www.spychecker.com/program/winsockxpfix.html>  
>> (if your OS is Win2k or XP) The process of removing certain malware  
>> may kill your internet connection. If this should occur, this  
>> program, LSPFIX, will enable you to regain your connection.  
>>  
>> See  
>> Dealing with Unwanted Malware, Parasites, Toolbars and Search Engines  
>> <http://mvps.org/winhelp2002/unwanted.htm>  
>>  
>> Note that AdAware and SpyBot S & D will each catch some things the  
>> other won't. Also, each needs to be updated with the program's  
>> update function before every use, even when just downloaded.  
>> There's also a lot more to do than just those two programs.  
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>> [http://www.kellys-korner-xp.com/regs\\_edits/cwshredder.zip](http://www.kellys-korner-xp.com/regs_edits/cwshredder.zip) or  
>> <http://forum.aumha.org/downloads/cwshredder.zip> \*\*Post your  
>> HijackThis log to  
>> <http://www.spywareinfo.com/forums/>  
>> <http://forums.tomcoyote.org/>  
>> <http://www.wilderssecurity.com/> or the Spyware forum at  
>> <http://forum.aumha.org/viewforum.php?f=30> for expert analysis, not  
>> here.\*\* Alternative download pages for Ad-Aware, Spybot, HijackThis  
>> and CWShredder may be found on this page:  
>> <http://aumha.org/a/parasite.htm>.  
>>  
>>  
>> See this link for information about malware:  
>> <http://arstechnica.com/articles/paedia/malware.ars>  
>>  
>> If nothing there helps, please post back to this thread.  
>>  
>> --  
>> Frank Saunders, MS-MVP, IE/OE