

Re: Unable to connect to Internet.

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2005-01/2894.htm>

From: Jan Il (abuse_at_localhost.com)

Date: 01/18/05

Date: Tue, 18 Jan 2005 15:10:04 -0500

Hi amt7565 :-)

- > *Hi Jan-*
- > *Currently I have uninstalled the firewalls. This PC has not been used in a*
- > *few months. The person who used it was using dialup. I did a thorough*
- > *cleanup and using AdAware and Spybot I have removed about 350 viruses,*
- > *malware etc.*
- >
- > *This is the first time this PC is being connected through cable to the*
- > *internet.*
- >
- > *-Proxy settings are un-checked.*
- > *-no firewall*
- > *-No error messages.*
- > *-There is MSN messenger, but I don't have it on the tray. I will uninstall*
- > *that when I get home tonight.*
- > *-I did run SYSTEM MECHANIC to clean up the system(but did not use the*
- > *'delete duplicate files' option).*
- > *-LAN connections seems to be active if I connect my cable modem. It just*
- > *won't connect to the internet(page unavailable).*
- >
- > *Will reinstalling IE help?*

It may be the last straw, but, let's hope not, and try a few other things first that may help. Now that I know you have removed some spyware and malware, it may be that your connection has been breached with that removal, which sometimes happens with some types of warez. I'd like you to first run following program and see if it helps with the connection. It is a small utility program and there are instructions at the site on how to use it. I can fit on a floppy disk so you can download the file to the floppy from the website and then load and install it on the other machine.

LSPFix - Free

<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

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your internet connection. If this should occur, this program, LSPFIX, will enable you to regain your connection.

Also, often some nastier variants of malware are very hard difficult to get rid of, and can replicate themselves repeatedly if not fully clean