

# Re: dropping partial connection--can't browse

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<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2006-02/msg0133>

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- *From:* "SEC" <[readnbead@xxxxxxxxxxx](mailto:readnbead@xxxxxxxxxxx)>
  - *Date:* Mon, 20 Feb 2006 20:48:07 GMT
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"Don Varnau" <[don\\_04\[at\]varnau\[dot\]org](mailto:don_04[at]varnau[dot]org)> wrote in message  
[news:eKP9nJONGHA.1032@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:eKP9nJONGHA.1032@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

"SEC" <[readnbead\[at\]hotmail.com](mailto:readnbead[at]hotmail.com)> wrote in message  
[news:4yJJf.12717\\$z%5.9628@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:4yJJf.12717$z%5.9628@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

"SEC" <[readnbead\[at\]hotmail.com](mailto:readnbead[at]hotmail.com)> wrote in message  
[news:iTpJf.11737\\$j53.3188@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:iTpJf.11737$j53.3188@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

I've been having an on/off problem, in a  
nutshell, that my ability to

browse

the web (IE 6.x) is lost, pages not found etc.

However, whenever this

happens, we are able to use IM, send and  
receive email through Outlook

and

outlook express, and play any Internet games  
as long as they are not

played

using a web browser page. I can reconnect in

2 minutes by unplugging,

waiting, and then reconnecting the modem,

but it's becoming a real

annoyance! I have also tried loading

webpages through Netscape and

Firefox

when the connection drops, but those

browsers were also unable to

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connect.

This might happen 4 times in one day, and then be fine for weeks at a

time.

It's very unpredictable and sporadic (yet annoying).

Roadrunner has been out twice, replacing both the modem and a cable

that

looked a little worn (but not completely cut or worn through.) They also report

that

all equipment is working fine, and that the signals are perfectly fine.

I've got a router and all three computers on the network are affected--but

I've tested this with a direct hookup to the cable modem, and the

problem

persists--so I'm pretty sure it's not the router.

Does anyone have any insight into what could possible cause

interruptions

ONLY to the ability to browse the Web, but retain the ability to IM and

send/recieve email? I just can't find an answer to this problem

through roadrunner or Belkin tech support, google or Microsoft's knowledge

base.

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Many Thanks in advance!  
SEC

"Don Varnau" <don\_04[at]varnau[dot]org> wrote in message  
news:%2325mn9INGHA.2604@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Hi,  
Assuming Windows XP...  
Some guesses...  
1. Winsock corruption \*should\* also prevent Outlook, OE  
and other

programs

from connecting, but you might try Winsock XP Fix from  
<http://www.snapfiles.com/get/winsockxpfix.html>

2. Might another program be automatically connecting and  
looking for an  
update when this happens?

3. Disable (for diagnostic purposes) programs such as  
pop-up blockers,  
security, toolbars and other add-ons for IE, anti-virus, etc.  
Take a

look

at  
any program that might be interfering with IE. You may have  
to  
reconfigure,  
reinstall, or not reinstall, a program. Turn on the Windows  
Firewall

(from

Control Panel or Security Center) before disabling a  
third-party

firewall.

4. Is the machine malware free? Have you run (at least)  
Ad-aware,  
Spybot  
and  
(for XP) Windows Defender (Beta?)

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<http://www.microsoft.com/athome/security/spyware/software/default.mspx>

See these sites for help:

Dealing with Unwanted Spyware and Parasites:

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

The Parasite Fight <http://www.aumha.org/a/quickfix.htm>

Malware Removal and Prevention Overview –

CastleCopsWiki:

[http://wiki.castlecops.com/Malware Removal and Prevention: Overview](http://wiki.castlecops.com/Malware_Removal_and_Prevention:_Overview)

Bugs, Glitches & Stuffups:

<http://www.mvps.org/inetexplorer/Darnit.html>

Removing Malware:

[http://www.elephantboycomputers.com/page2.html#Removing Malware](http://www.elephantboycomputers.com/page2.html#Removing_Malware)

What you can do about spyware and other unwanted software:

<http://www.microsoft.com/athome/security/spyware/spywarewhat.mspx>

Don,

Thanks for your assistance...A couple of important pieces of information

I

forgot to add to my post--yes, this is Windows XP sp2 I'm running. I was going to try the Winsock fix you suggested, then realized it may be important to emphasize that when this happens, it effects all three computers on my network (both wired and wireless). So, I don't think it's

an

issue with any particular computer's setup. I'm going to further explore

the

possibility that it's my Belkin router--when I hooked up directly to the cable modem from my laptop, the connection never actually dropped. It

slowed

down considerably, but I've learned there's a local issue with my ISP.

So,

it could indeed be a router based problem, which would explain why it's affecting the whole network. In any case, could a Winsock issue affect

the

whole network?

SEC

Hi,

No. Winsock corruption would only affect one machine. It does sound like

a

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network, modem, router, ISP issue.

Don

[MS MVP- IE]

Just an update for the archives (I hate when I'm researching an issue and the resolution is never posted!) I decided to go to network/router route to troubleshoot the problem, since roadrunner has been out twice and replaced the modem. I've replaced my Belkin F5D7230-4 with the Linksys WRT54G and it's been problem-free for nearly 48 hours. There's no way of telling if the Belkin router simply had an issue, or if that particular model is a problem. In any case, with luck, I have not jinxed myself and the problem is solved. Thanks for the assistance,

SEC

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