

Re: I am having connectivity problems

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2008-07/msg0006>

- *From:* Alan Pantuso <AlanPantuso@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sat, 12 Jul 2008 13:54:00 -0700
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Sorry it has taken so long to respond to your response. You are right, I am only running ZA firewall. I tried what you suggested, I turned off the ZA firewall and turned ON Windows firewall. I still have the same problem. I did find out that all I need to restart when IE is not connecting is the "DHCP Client" in SERVICES.

"PA Bear [MS MVP]" wrote:

2. Both ZA and Windows firewall were enabled during install of SP3

Back up there, Alan: ZA Security Suite includes an anti-virus application and a firewall. Are you telling me that the ZA firewall AND the Windows Firewall was enabled when you installed SP3 via Windows Update? Are both firewalls enabled now? If so, see if disabling the Windows Firewall corrects the "connectivity" problems.

While the machine should NEVER be connected to the internet without a firewall, you only want one (1) firewall enabled.

3. The Adware I run is the free version. I am not sure what the "GUARD" service is. If I am not mistaken it only runs if I start the program.

Ad-Aware 2007 (free and paid) includes a Windows Service named "Guard." If you open services.msc (Start | Run | services.msc | OK) you'll see it listed. This Service "protects" Windows and disallows certain changes to be made (e.g., the changes install SP3 will make), so it should have been disabled prior to installing SP3.

Somewhat OT but:

- I...had to reinstall...SP2.
When I tried to install SP2 I was unable to get it thru Windows Update.

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I would have installed SP2 manually, myself. (You must have SP2 installed to be able to use Windows Update.) See...

Updates are not installed successfully from Windows Update, from Microsoft Update, or by using Automatic Updates after you repair a Windows XP installation:

<http://support.microsoft.com/kb/943144>

NB: Also applies to clean installs, upgrade installs, and Recovery installs.

—
~PA Bear

Alan Pantuso wrote:

Here are the answers to your questions as I remember:

1. SP3 was installed via Windows Update.
2. Both ZA and Windows firewall were enabled during install of SP3. (&unless part of the download instructions asked you to disable them...)
3. The Adware I run is the free version. I am not sure what the "GUARD" service is. If I am not mistaken it only runs if I start the program.
4. I will try #4 as soon as I am able tonight.

FYI-----Although I just installed SP3, I had this problem while in SP2.

HERE IS A BRIEF HISTORY – My computer would not boot up.

Eventually I was

able to restart it however I lost a few programs and had to reinstall them along with SP2. When I tried to install SP2 I was unable to get it thru Windows Update. My Windows update did not work at all so I contacted windows support and they emailed me 4–5 times with different things to try.

I registered the DLL files, and reloaded the windows update temporary folder. I then with the help of Microsoft support reset the hard drive permissions. Part of that process was installing a file named "secedit.zm9". After following this last email I was able to install SP2. Afterwards is when i realized my current problem. I appreciate ALL your help, Thanks!

"PA Bear [MS MVP]" wrote:

Please answer the following questions?

1. Did you install WinXP SP3 manually or via Windows Update?

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2. Was ZA Security Suite (i.e., the anti-virus component and the firewall) enabled when you installed SP3?

3. Was Ad-Aware 2007's "Guard" service enabled when you installed SP3?

4. If you temporarily disable ZA firewall AND THEN enable the Windows Firewall, does the connection problem persist?

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~PA Bear

Alan Pantuso wrote:

I am running XP/SP3/ IE-6.0/ Zone Alarm Security Suite/ Lavasoft AdWare 2007/no other firewalls except with Zone alarm/ I did have a problem with windows update not functioning about a month ago. It has been repaired and is now current, with the help of microsoft help area through emails/

When IE stops I go to services.msc and restart DNS client and DHCP client. Then I have no problem until it happens again. Please let me know if you need more info.

Thanks

"PA Bear [MS MVP]" wrote:

Windows version? IE version? What anti-virus application or security suite is installed? What anti-spyware applications (other than Defender)? What third-party firewall (if any)? Is the machine fully patched at Windows Update?

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~Robear Dyer (PA Bear)
MS MVP-IE, Mail,
Security, Windows Desktop
Experience - since 2002
AumHa VSOP & Admin
<http://aumha.net>
DTS-L <http://dts-l.net/>

Alan Pantuso wrote:

I have been
having
connectivity
problems
for a while
and recently
ran
the
IE
diagnose
connections
problems
from my
browser. It
allowed me
to
connect
but
this
problem
will
continue.....
Here is a
copy of the
diagnose.
What
can
I
do, and
what am I
missing.....

Last
diagnostic
run time:
06/21/08
10:12:32
HTTP,
HTTPS,
FTP

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Diagnostic
HTTP,
HTTPS,
FTP
connectivity

info HTTP:
Successfully
connected
to
www.microsoft.com.
info FTP
(Passive):
Successfully
connected
to
ftp.microsoft.com.
info
HTTPS:
Successfully
connected
to
www.microsoft.com.

DNS Client
Diagnostic
DNS – Not
a home user
scenario

info Using
Web Proxy:
no
info
Resolving
name ok for
(www.microsoft.com):
yes
No DNS
servers

DNS failure

Gateway
Diagnostic
Gateway

info The
following
proxy
configuration

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is being
used by IE:
Automatically
Detect
Settings:Enabled
Automatic
Configuration
Script:
Proxy
Server:
Proxy
Bypass list:
info Could
not get
proxy
settings via
the
Automatic
Proxy
Configuration
mechanism
info This
computer
has the
following
default
gateway
entry(ies):
70.15.224.1
info This
computer
has the
following
IP
address(es):
70.15.230.18
info The
default
gateway is
in the same
subnet as
this
computer
info The
default
gateway
entry is a
valid
unicast
address
warn The

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default
gateway
address
could not be
resolved via
ARP
action
Automated
repair:
Renew IP
address
action
Releasing
the current
IP address...
action
Successfully
released the
current IP
address
action
Renewing
the IP
address...
action
Successfully
renewed the
current IP
address
info This
computer
has the
following
default
gateway
entry(ies):
70.15.224.1
info This
computer
has the
following
IP
address(es):
70.15.230.18
info The
default
gateway is
in the same
subnet as
this
computer

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info The default gateway entry is a valid unicast address
info The default gateway address was resolved via ARP in 1 try(ies)
info The default gateway was reached via ICMP Ping in 1 try(ies)
info TCP port 80 on host 207.46.192.254 was successfully reached
info The Internet host www.microsoft.com was successfully reached
info The default gateway is OK

IP Layer Diagnostic Corrupted IP routing table

info The default route is valid
info The

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loopback
route is
valid
info The
local host
route is
valid
info The
local subnet
route is
valid
Invalid
ARP cache
entries

action The
ARP cache
has been
flushed

IP
Configuration
Diagnostic
Invalid IP
address

info Valid
IP address
detected:
70.15.230.18

Wireless
Diagnostic
Wireless –
Service
disabled

Wireless –
User SSID

Wireless –
First time
setup

Wireless –
Radio off

Wireless –
Out of
range

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Wireless –
Hardware
issue

Wireless –
Novice user

Wireless –
Ad-hoc
network

Wireless –
Less
preferred

Wireless –
802.1x
enabled

Wireless –
Configuration
mismatch

Wireless –
Low SNR

WinSock
Diagnostic
WinSock
status

info All
base service
provider
entries are
present in
the
Winsock
catalog.
info The
Winsock
Service
provider
chains are
valid.
info
Provider
entry

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MSAFD
Tcpip
[TCP/IP]
passed the
loopback
communication
test.
info
Provider
entry
MSAFD
Tcpip
[UDP/IP]
passed the
loopback
communication
test.
info
Provider
entry RSVP
UDP
Service
Provider
passed the
loopback
communication
test.
info
Provider
entry RSVP
TCP
Service
Provider
passed the
loopback
communication
test.
info
Provider
entry
MSAFD
Tcpip
[TCP/IPv6]
passed the
loopback
communication
test.
info
Provider
entry
MSAFD

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Tcpip
[UDP/IPv6]
passed the
loopback
communication
test.
info
Connectivity
is valid for
all Winsock
service
providers.

Network
Adapter
Diagnostic
Network
location
detection

info Using
home
Internet
connection
Network
adapter
identification

info
Network
connection:
Name=Local
Area
Connection,
Device=Intel(R)
PRO/100
VE
Network
Connection,
MediaType=LAN,
SubMediaType=LAN
info
Network
connection:
Name=Broadband
Connection,
Device=WAN
Miniport
(PPPOE),

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MediaType=PPPOE,
SubMediaType=NONE
info
Network
connection:
Name=Incoming
Connections,
Device=(null),
MediaType=NONE,
SubMediaType=NONE
info
Ethernet
connection
selected
Network
adapter
status

info
Network
connection
status:
Connected

HTTP,
HTTPS,
FTP
Diagnostic
HTTP,
HTTPS,
FTP
connectivity

warn FTP
(Passive):
Error 12007
connecting
to
ftp.microsoft.com:
The
server
name or
address
could not be
resolved
warn
HTTP:
Error 12007
connecting

Re: I am having connectivity problems

to
www.microsoft.com:
The server
name
or
address
could not be
resolved
error Could
not make an
HTTP
connection.
error Could
not make an
HTTPS
connection.
error Could
not make an
FTP
connection.