

# Re: I am having connectivity problems

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.browser/2008-07/msg0017>

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- *From:* Alan Pantuso <[AlanPantuso@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:AlanPantuso@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Thu, 24 Jul 2008 07:32:00 -0700
- 

Hi..... It might take me a while longer to let you know how things worked out. I lost my power supply this past weekend. (At least thats what I think it is) I have no fans no lights. When I opensd the case There is a light on the mother board. (Is this called the "FLEA" light? Anyway I am sure I will need to purchase and replace this before I move any further with this project. I didn't want you to think I forgot about you!!! Thanks, Alan

"Alan Pantuso" wrote:

THANKS for the info..... I will give it a try, and hopefully get back to you before Christmas!!! (lol)

"PA Bear [MS MVP]" wrote:

[2 weeks and he didn't bother to call or write...! <eg>]

I'd recommend that you open a free WinXP SP3 support incident, Alan. (Tip: Don't mention any of the "brief history" you've posted in this thread. Just say you've had this connectivity problem since you installed SP3. [I never told you that!])

Free unlimited installation and compatibility support is available for Windows XP, but only for Service Pack 3 (SP3), until 14 Apr-09. Chat and e-mail support is available only in the United States and Canada.

" US:

<http://support.microsoft.com/oas/default.aspx?ln=en-us&prid=11273&gpid=522131>

" CA:

<http://support.microsoft.com/oas/default.aspx?ln=en-ca&prid=11273&gpid=522131>

" UK:

<http://support.microsoft.com/oas/default.aspx?ln=en-gb&prid=11273&gpid=522131>

" AU:

<http://support.microsoft.com/oas/default.aspx?ln=en-au&prid=11273&gpid=522131>

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" Other: <http://support.microsoft.com/oas/default.aspx?gprid=1173> | select Windows XP | select Windows XP Service Pack 3

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~PA Bear

Alan Pantuso wrote:

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.

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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.

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

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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

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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?

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

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enable the  
Windows  
Firewall,  
does the  
connection  
problem  
persist?

--

~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  
repared

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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

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[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?  
--  
~Robear  
Dyer  
(PA  
Bear)  
MS  
MVP-IE,  
Mail,  
Security,  
Windows  
Desktop  
Experience  
-  
since  
2002  
AumHa

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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

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do,  
and  
what  
am  
I  
missing.....

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

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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  
is  
being  
used  
by  
IE:  
Automatically  
Detect  
Settings:Enabled  
Automatic  
Configuration  
Script:  
Proxy  
Server:  
Proxy  
Bypass  
list:  
info  
Could  
not  
get  
proxy

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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  
default

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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

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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  
info  
The  
default  
gateway  
address  
was  
resolved  
via  
ARP  
in  
1  
try(ies)  
info  
The  
default  
gateway  
was  
reached  
via  
ICMP  
Ping  
in

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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  
loopback  
route  
is  
valid  
info  
The  
local  
host

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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  
–

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First  
time  
setup

Wireless  
–  
Radio  
off

Wireless  
–  
Out  
of  
range

Wireless  
–  
Hardware  
issue

Wireless  
–  
Novice  
user

Wireless  
–  
Ad-hoc  
network

Wireless  
–  
Less  
preferred

Wireless  
–  
802.1x  
enabled

Wireless  
–  
Configuration  
mismatch

Wireless  
–  
Low  
SNR

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

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

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service  
providers.

Network  
Adapter  
Diagnostic