

microsoft.public.windows.inetexplorer.ie6.setup: Re: Connectivity, but can't browse or send/receive

Re: Connectivity, but can't browse or send/receive

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.inetexplorer.ie6.setup/2004-07/0035.html>

From: William Wang[MSFT] (v-rxwang_at_online.microsoft.com)

Date: 07/01/04

Date: Thu, 01 Jul 2004 09:17:00 GMT

Hi Dianah,

Based on my research, some anti-virus software itself can cause such a problem. I suggest that you uninstall all the anti-virus softwares that are running on your computer as well as all personal firewalls.

You may also want to try a clean boot procedure:

1. Click Start, click Run, Type "msconfig" (without quotation) in the Open box, and then click OK.
2. Click on "Startup" tab, click "Disable all".
3. Click on "Services" tab, click to "Hide All Microsoft Services", and click "Disable All" if the button is not gray.
4. Click OK and restart the computer.
5. If the problem is resolved at this time, enable one service or one startup program at a time to see with which one running, this problem will reappear. With the results, we can determine which service/program is the culprit of the issue. Disable the service or uninstall the program.

To see if this issue is caused by third-party softwares, you can follow these steps:

1). Download the ListDLLs utility (version for x86) from the following web site:

<http://www.sysinternals.com/ntw2k/freeware/listdlls.shtml>

2). When the issue occurs, start IE and connect to some web site such as www.microsoft.com.

3). Go to the directory in command prompt window where you save the listdlls utility and run the following command:

```
listdlls > c:\ListDLLs.txt
```

4). Send the ListDLLs.txt to me at v-rxwang@microsoft.com for further research.

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Sincerely,

William Wang
Microsoft Online Support Engineer

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=====

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=====

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>From: "Dianah" <nospam@nospam.com>
>References: <#kzZPhtWEHA.1000@TK2MSFTNGP12.phx.gbl>
<14NUtxMXEHA.328@cpmsftngxa10.phx.gbl>
<OqdLJjVXEHA.2844@TK2MSFTNGP12.phx.gbl>
<gOj3NYXXEHA.328@cpmsftngxa10.phx.gbl>
<Or3sTLjXEHA.3612@tk2msftngp13.phx.gbl>
<rLpqnXqXEHA.3208@cpmsftngxa06.phx.gbl>
>Subject: Re: Connectivity, but can't browse or send/receive
>Date: Wed, 30 Jun 2004 10:30:11 -0600
>Lines: 392
>X-Priority: 3
>X-MSMail-Priority: Normal
>X-Newsreader: Microsoft Outlook Express 6.00.2800.1409
>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2800.1409
>Message-ID: <OXTkF#rXEHA.2944@TK2MSFTNGP11.phx.gbl>
>Newsgroups: microsoft.public.windows.inetexplorer.ie6.setup
>NNTP-Posting-Host: 216.123.228.134
>Path: cpmsftngxa06.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP11.phx.gbl
>Xref: cpmsftngxa06.phx.gbl
microsoft.public.windows.inetexplorer.ie6.setup:53546
>X-Tomcat-NG: microsoft.public.windows.inetexplorer.ie6.setup
>
>Hi William,
>OS=WXP Pro
>Anti-virus is totally up to date and scans daily --- clean!
>I can use IE using IP addresses but no text.
>I spoke with my ISP several times in the last week. There isn't much they
>can do, because I still have an active connection.
>When I lost IE and OE and Outlook two evenings ago, I could still chat with
>messenger.
>
>My ISP suspects it's probably spyware. I've run Spybot, several times and
>Adaware – with custom settings ... nothing shows up.
>
>I could try to maybe use "Hijack this" but I'm not comfortable deleting
some
>of the stuff it finds ... I'm pretty technical and can usually troubleshoot

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>most stuff, but it finds stuff that's just a bit outside of my sphere. I
>have downloaded it though ... ready to go.
>
>I redid my IE lan settings and it seems to be lasting longer before it
won't
>connect, using domain names.
>My attempts to reinstall or repair the Office 2003, to resolve the problem
>with Outlook, were futile.
>
>Changes have been made all along because my system drive had problems 2
>weeks ago. My system configuration files became corrupt and I couldn't do
a
>repair (with XP CD), nor could I install over existing with the original
>CD – it reported that it couldn't find the EULA which didn't make sense,
>because I was able to find it on the CD right away. I had to format the
>drive before installing windows xp. Immediately after that I did a surface
>scan to make sure the physical integrity of the drive had not been
>compromised at any time. There were no problems reported (I did another
>scan after some installs ... still ok).
>
>Since then, I've had to set everything up the way I want it. I had lots of
>software and updates to install. It's takes a long time to get everything
>working properly. Some day I'll be able to afford the hardware and
software
>to take an image of my system. Of course, I'd like to think I can get the
>system working properly first!!!
>
>To answer you question on doing nothing. It does happen, if I do nothing
>with the computer. If I walk away to do something else, and return a while
>later ... the problem will occur, for sure!!! It doesn't matter whether
>I'm there or not!
>
>I'm not sure that safe mode will help ... all devices are disabled, right?
>... including the cable modem, right?
>
>My ISP doesn't have other reports of this behaviour, however, during my
>internet searches (to try and find other with this problem) did discover
>that others are getting the same bahaviour. I noticed last night that when
>I tried to access a domain, IE was trying to search my hard drive instead
of
>the internet. The words at the end of the path were dnserror.htm (can't
>remember the rest – I captured the screen and saved it in word at home).
>Responses to others with the problem seem to suggest that it was believed
to
>be spyware. I'm surprised that spyware would have this effect. I hate
that
>spyware exists, but why would they create software that stopped me from
>accessing email and IE to browse.
>
>I look forward to your response (ps ... my apologies for the lengthy
>response).

Re: Connectivity, but can't browse or send/receive

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>Diana

>

>

>"William Wang[MSFT]" <v-rxwang@online.microsoft.com> wrote in message
>news:rLpqnXqXEHA.3208@cpmsftngxa06.phx.gbl...

>> Hi Diana,

>>

>> It would be hard to troubleshoot this issue since it occurred after
>several

>> hours. However, I'd still like to check the following:

>>

>> 1. Have you used an up-to-date antivirus software to perform a full scan

>of

>> your system?

>>

>> 2. If the issue occurred accidentally, what changes were made around that

>> time? If you just leave computer without doing anything after the first

>> reboot, will the issue occur either?

>>

>> 3. What is the Operating System? Can you boot the computer to Safe Mode

>> with Networking to test the problem?

>>

>> 4. Do other computers connect to the same ISP have the problem?

>>

>> Sincerely,

>>

>> William Wang

>> Microsoft Online Support Engineer

>>

>> Get Secure! – www.microsoft.com/security

>> =====

>> When responding to posts, please "Reply to Group" via

>> your newsreader so that others may learn and benefit

>> from your issue.

>> =====

>>

>> This posting is provided "AS IS" with no warranties, and confers no

>rights.

>> -----

>> >From: "DianaH" <nuttin@nowhere.com>

>> >References: <#kzZPhtWEHA.1000@TK2MSFTNGP12.phx.gbl>

>> <14NUtxMXEHA.328@cpmsftngxa10.phx.gbl>

>> <OqdLJjVXEHA.2844@TK2MSFTNGP12.phx.gbl>

>> <gOj3NYXXEHA.328@cpmsftngxa10.phx.gbl>

>> >Subject: Re: Connectivity, but can't browse or send/receive

>> >Date: Tue, 29 Jun 2004 17:43:16 -0600

>> >Lines: 238

>> >X-Priority: 3

>> >X-MSMail-Priority: Normal

>> >X-Newsreader: Microsoft Outlook Express 6.00.2800.1409

>> >X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2800.1409

Re: Connectivity, but can't browse or send/receive

microsoft.public.windows.inetexplorer.ie6.setup: Re: Connectivity, but can't browse or send/receive

>> >Message-ID: <Or3sTLjXEHA.3612@tk2msftngp13.phx.gbl>
>> >Newsgroups: microsoft.public.windows.inetexplorer.ie6.setup
>> >NNTP-Posting-Host: s01060050babd903f.cg.shawcable.net 68.145.7.164
>> >Path:
>>
>cpmsftngxa06.phx.gbl!TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP08.phx.gbl!tk2msftngp1
3
>> phx.gbl
>> >Xref: cpmsftngxa06.phx.gbl
>> microsoft.public.windows.inetexplorer.ie6.setup:53533
>> >X-Tomcat-NG: microsoft.public.windows.inetexplorer.ie6.setup
>> >
>> >Well William,
>> >As you will see from my June 28th posting, it failed, later in the
>evening
>> >after working through all of your "tricks".
>> >
>> >I'm totally mystified by this. I've never had this happen before.
Would
>> >could be happening over time, that is causing an eventual partial
>failure.
>> >I was chatting with a friend on messenger, late last night and I
remained
>> >connected, yet my email and IE could not connect. What could that be???
>> >My messenger connection eventually failed, but it took a couple or three
>> >hours for it to disconnect me ... it even closed. My XP firewall was
>> >disabled because we were transferring a file, but I somehow doubt that
>that
>> >was related to the failure.
>> >
>> >Any other suggestions. My ISP doesn't have much to say, because I'm not
>> >entirely losing my connection.
>> >Diana
>> >
>> >
>> >"William Wang[MSFT]" <v-rxwang@online.microsoft.com> wrote in message
>> >news:gOj3NYXXEHA.328@cpmsftngxa10.phx.gbl...
>> >Hi Diana,
>> >
>> >If you have any further updates or need further assistance on this
issue,
>> >feel free to post back, and I will follow up as soon as possible.
>> >
>> >Sincerely,
>> >
>> >William Wang
>> >Microsoft Online Support Engineer
>> >
>> >Get Secure! - www.microsoft.com/security
>> >=====

Re: Connectivity, but can't browse or send/receive

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>> >your newsreader so that others may learn and benefit
>> >from your issue.
>> >=====

>> >
>> >This posting is provided "AS IS" with no warranties, and confers no
>rights.
>> >-----

>> >>From: "Dianah" <nospam@nospam.com>
>> >>References: <#kzZPhTWEHA.1000@TK2MSFTNGP12.phx.gbl>
>> >><14NUtxMXEHA.328@cpmsftngxa10.phx.gbl>
>> >>Subject: Re: Connectivity, but can't browse or send/receive
>> >>Date: Mon, 28 Jun 2004 15:42:16 -0600
>> >>Lines: 162
>> >>X-Priority: 3
>> >>X-MSMail-Priority: Normal
>> >>X-Newsreader: Microsoft Outlook Express 6.00.2800.1409
>> >>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2800.1409
>> >>Message-ID: <OqdLjVXEHA.2844@TK2MSFTNGP12.phx.gbl>
>> >>Newsgroups: microsoft.public.windows.inetexplorer.ie6.setup
>> >>NNTP-Posting-Host: 216.123.228.134
>> >>Path:
>>
>>cpmsftngxa10.phx.gbl!TK2MSFTFEED01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNGP
1
>> 2
>> >phx.gbl
>> >>Xref: cpmsftngxa10.phx.gbl
>> >microsoft.public.windows.inetexplorer.ie6.setup:53314
>> >>X-Tomcat-NG: microsoft.public.windows.inetexplorer.ie6.setup
>> >>
>> >>Thank you for responding, William.
>> >>There are never any error messages except for my email software ...
>saying
>> >>that they cannot connect. On the web pages, they simply say that the
>page
>> >>cannot be displayed. I haven't tried to access a website via an IP
>> >address.
>> >>
>> >>I do keep my temp files and temporary files rather clean ... clearing
>them
>> >>out regularly. However, I can't say that I clear the objects ... at
>least
>> >>not specifically or knowingly ... and I definitely haven't cleared out
>the
>> >>registry, but I'll follow you instructions tonight.
>> >>
>> >>Thanks again. Diana
>> >>
>> >>"William Wang[MSFT]" <v-rxwang@online.microsoft.com> wrote in message
>> >>news:14NUtxMXEHA.328@cpmsftngxa10.phx.gbl...
>> >>> Hi Dianah,

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>> >>>
>> >>> *Is there any error when you could not connect to a web site via IE
>while*
>> >>> *you were able to ping the web site? Can you access the web site via
IP
>> >>> address?*
>> >>>
>> >>> *Please perform the following steps and see what happens:*
>> >>>
>> >>> *Clear Internet Explorer Cache*
>> >>> =====
>> >>>
>> >>> *a. Click Start, point to Settings, and then click Control Panel.*
>> >>>
>> >>> *b. Double-click Internet Options.*
>> >>>
>> >>> *c. On the General tab, under Temporary Internet Files, click the
>> Settings
>> button. Click the View Files button. Press CTRL+A to select all
files.
>> >>> Press DEL or click the Delete option at the top of the window. Click
>the
>> >>> Yes button on the dialog box that appears. After all the files are
>gone,
>> >>> close the window.*
>> >>>
>> >>> *d. Click View Objects. Delete all the objects listed in the right
>pane.
>> >>> Return to Internet Options.*
>> >>>
>> >>> *e. Return to the General tab, click Clear History.*
>> >>>
>> >>> *f. Empty the temp folder which is usually C:\Windows\Temp for Windows
>98
>> >>> and C:\Documents and Settings\>> >>> XP/2000.*
>> >>>
>> >>> *Clear the registry*
>> >>> =====
>> >>>
>> >>> *WARNING: Using Registry Editor incorrectly can cause serious problems
>> >that
>> >>> may require you to reinstall Windows operation system. Microsoft
>cannot
>> >>> guarantee that problems resulting from the incorrect use of Registry
>> >>> Editor
>> >>> can be solved.*
>> >>>
>> >>> *Backup and then delete the following registry keys:*
>> >>>
>> >>> *[KEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Internet*

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```
>> >Explorer\Plugins\Extension]
>> >>>
>> >>> [HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Internet Explorer\Toolbar]
>> >>>
>> >>>
>>
>>>[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Explorer\Br
o
>> w
>> >s
>> >>> er Helper Objects]
>> >>>
>> >>> Remove the Plug-Ins for Internet Explorer
>> >>> =====
>> >>>
>> >>> a. Close all the Internet Explorer window.
>> >>>
>> >>> b. Open a Windows Explorer window by right Click My Computer and
>choose
>> >>> Explore.
>> >>>
>> >>> c. Locate the C:\Program Files\Internet Explorer\PLUGINS folder.
>> >>>
>> >>> d. Remove all the files in this folder.
>> >>>
>> >>> Disable third-party browser extensions:
>> >>> =====
>> >>>
>> >>> a. Click Start, point to Settings, and then click Control Panel.
>> >>>
>> >>> b. Double-click Internet Options.
>> >>>
>> >>> c. Click the Advanced tab.
>> >>>
>> >>> d. Under Browsing, click to clear the "Enable third-party browser
>> >>> extensions (requires restart)" check box.
>> >>>
>> >>> If the issue persists after performing the above steps, boot the
>> computer
>> >>> to Safe Mode with Networking to test the problem.
>> >>>
>> >>> 1. Restart the computer.
>> >>>
>> >>> 2. Press and hold down the F8 until the Windows Startup menu appears.
>> >>>
>> >>> 3. Choose Safe Mode with Networking and press Enter.
>> >>>
>> >>> Feel free to let us know if you have any updates.
>> >>>
>> >>> Sincerely,
>> >>>
```

Re: Connectivity, but can't browse or send/receive

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>> >>> *William Wang*
>> >>> *Microsoft Online Support Engineer*
>> >>>
>> >>> *Get Secure! – www.microsoft.com/security*
>> >>> =====
>> >>> *When responding to posts, please "Reply to Group" via*
>> >>> *your newsreader so that others may learn and benefit*
>> >>> *from your issue.*
>> >>> =====
>> >>>
>> >>> *This posting is provided "AS IS" with no warranties, and confers no*
>> >>> *rights.*
>> >>> -----
>> >>> >*From: "Dianah" <nospam@nospam.com>*
>> >>> >*Subject: Connectivity, but can't browse or send/receive*
>> >>> >*Date: Fri, 25 Jun 2004 11:17:30 –0600*
>> >>> >*Lines: 21*
>> >>> >*X–Priority: 3*
>> >>> >*X–MSMail–Priority: Normal*
>> >>> >*X–Newsreader: Microsoft Outlook Express 6.00.2800.1409*
>> >>> >*X–MimeOLE: Produced By Microsoft MimeOLE V6.00.2800.1409*
>> >>> >*Message–ID: <#kzZPhtWEHA.1000@TK2MSFTNGP12.phx.gbl>*
>> >>> >*Newsgroups: microsoft.public.windows.inetexplorer.ie6.setup*
>> >>> >*NNTP–Posting–Host: 216.123.228.134*
>> >>> >*Path:*
>> >>>
>>
>>> *cpmsftngxa10.phx.gbl!TK2MSFTFEED01.phx.gbl!TK2MSFTNGP08.phx.gbl!TK2MSFTNG*
P
>> *1*
>> >*2*
>> >>> *phx.gbl*
>> >>> >*Xref: cpmsftngxa10.phx.gbl*
>> >>> *microsoft.public.windows.inetexplorer.ie6.setup:53204*
>> >>> >*X–Tomcat–NG: microsoft.public.windows.inetexplorer.ie6.setup*
>> >>> >
>> >>> >*I've got a wierd thing happening, and it started after a reformat of*
>> >>> *my*
>> >>> >*drive a week ago.*
>> >>> >
>> >>> >*I have wide band internet service and seem to have sporatic browsing*
>> >>> *and*
>> >>> >*email send/receive capability. However, when it does happen, I can*
>> >>> *ping*
>> >>> >*an*
>> >>> >*ip address or I can successfully ping a url, i.e., www.yahoo.com*
>> >>> >*(doesn't*
>> >>> >*time–out).*
>> >>> >
>> >>> >*Sometimes a reboot will fix the problem, but not always. When I can*
>> >>> *access*

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>> >>> >sites and send email, it all happens with terrific speed, then
>> >suddenly,
>> >>> >it'll all stop ... email and the browser. I've reseated my
>> >connections,
>> >>> >have uninstalled and reinstalled the latest version of IE and have
>> >>> >reinstalled/repared Outlooked. Nothing seems to have a "lasting"
>> >>effect.
>> >>> >When I try a "repair" with the connection, it responds in less than
a
>> >>> second
>> >>> >that it's complete, but I still won't be able to connect with either
>of
>> >>IE,
>> >>> >Outlook and Outlook Express. They all fail when this happens.
>> >>> >
>> >>> >Any suggestions ... this is making me just a little bit crazy.
>> >>> >Thanks in advance. Diana
>> >>> >
>> >>> >
>> >>> >
>> >>> >
>> >>
>> >>
>> >>
>> >
>> >
>> >
>> >----
>> >Outgoing mail is certified Virus Free.
>> >Checked by AVG anti-virus system (<http://www.grisoft.com>).
>> >Version: 6.0.712 / Virus Database: 468 – Release Date: 6/27/2004
>> >
>> >
>> >
>>
>
>
>