

RE: Invalid H/W detection

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2005-07/msg01943.html>

- *From:* B.Fuddled <BFuddled@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 22 Jul 2005 11:26:02 -0700
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Russell

You, like me, fixed our own problem and then tried to tell Microsoft what their update was doing to people. There is no way to feed that kind of information back to Microsoft without having to pay them to help them out. I wonder how many thousands of people are now out there with no network access to allow them to get help and the correct drivers.

HP made the laptop that Microsoft messed up and they said they would try to get the message to Microsoft.

"Russell" wrote:

- > I have come across this problem as well. The installed network card is an
- > Accton EN1207F Series PCI Fast Ethernet. After the automatic windows update,
- > the driver installed is "ADMtek AN983 10/100Mbps PCI Adapter". The driver is
- > unable to load and the network drops off.
- >
- > I've manually gone into windows update and chosen not to show this update,
- > but I've left automatic updates off for the moment (heading into a weekend,
- > the customer won't be impressed if the network drops off).
- >
- > I phoned Microsoft, but was told I'd have to risk a \$270 fee to resolve the
- > problem...
- >

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- *Follow-Ups:*
 - ◆ **RE: Invalid H/W detection**
◇ *From:* Russell
 - *References:*
 - ◆ **Invalid H/W detection**
◇ *From:* greg ansen
 - ◆ **RE: Invalid H/W detection**

RE: Invalid H/W detection

◇ *From:* Russell

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