

Re: If *only* windows update wouldn't have worked!

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Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-06/msg01454.html>

- *From:* "PA Bear [MS MVP]" <PABearMVP@xxxxxxxxxx>
 - *Date:* Tue, 24 Jun 2008 16:55:05 -0400
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Start a free Windows Update support incident request:

<https://support.microsoft.com/oas/default.aspx?gprid=6527>

Support for Windows Update:

<http://support.microsoft.com/gp/wusupport>

For home users, no-charge support is available by calling 1-866-PCSAFETY in the United States and in Canada or by contacting your local Microsoft subsidiary. There is no-charge for support calls that are associated with security updates.

For more information about how to contact your local Microsoft subsidiary for security update support issues, visit the International Support Web site: <http://support.microsoft.com/common/international.aspx>

For enterprise customers, support for security updates is available through your usual support contacts.

—
~Robear Dyer (PA Bear)
MS MVP—Windows (IE, OE, Security, Shell/User)
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SecurityGirl wrote:

I'm at the end of my rope. I've been using my Dell Inspiron 9300 (XPSP2) for nearly 3 years without incident. The only change ever made to the laptop is that which autoupdate delivers— as I call, the "monthly visitor".

After the June Security updates, I lose HTTP connections after about 10 mins (rebooting brings it back)

Https and FTP still work.

I can ping external— such as www.hotmail.com

MSN Messenger still works.

Network Monitor shows only that the remote server "resets" or refuses the connection.

I am running over a HNS Directway satellite connection. If I dial up over my modem to PeoplePC, AND vpn into my corp network, then the problem does not display itself. (Cisco Vpn Client)

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It does not make a difference if I run over my wireless router, or plug the cable into my laptop. It also doesn't make a difference if I drive to starbucks, and attempt to get online via their TMobile hotspot. Same results.

Running in Safe Mode w/Networking does not display the problem. System restore to checkpoint earlier than updates fails.

Have run every scan known to mankind– turned off Windows Firewall, Disabled my Symantec Antivirus and nothing helps.

I've also reset the tcp/ip stack using netsh winsock reset– twice.

The problem began after the first automatic download of June updates. I suspected KB951376 to be the problem, as it was the only patch (BlueTooth) that seemed like it could affect my networking. I removed this update, and eventually ALL of the June updates. The problem went away, then returned. I went away for the weekend, came back– and autoupdate had lovingly reinstalled all of the updates for me. My computer restarted on its own accord, and I was working fine for the rest of the week. Not one to dismiss a stroke of good luck, I went merrily on my way.

The problem returned on Friday. A check of installed updates showed that the KB in question was back– only in a V2.

Removed V2, but the problem persisted.

Checked the registry, and found the KB was still installed– Looked again, and noticed that V2 didn't replace the original KP951376, and it was installed as well.

Removed it.

The problem still exists.

In summary– No http. Yes https. Yes FTP. Yes Ping. Yes Telnet.

Can anyone offer some advice?