

RE: Windows Update on 9 Jul problem

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-07/msg00659.html>

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Other posts are indicating that the problem is ZoneAlarm and Security update KB951748.

Here is a link to ZA workarounds:

<http://download.zonealarm.com/bin/free/pressReleases/2008/LossOfInternetAccessIssue.html>

I haven't been home to try it yet.

Kim

"kimdnw" wrote:

Experienced similar problem, internet simply would not work following install of automatically downloaded updates on July 8/9. Network magic showed connection through the router, but NOT to the internet.

Performed "system restore" to the previous day and everything worked. Created a restore point and allowed system to update and install again, problem repeated. Restored to new point. System works.

Recommended husband not run updates on other machine in the house. Mother called to say that her machine had called for a reboot in the morning and now she can't get on line either. Suspect her updates came in automatically and created the same problem. Have trouble walking her through "system restore" so will probably have to go there to help her.

All these machines are running XP Home.

Kim

"Ristar" wrote:

Before I start, I'd like to say that I understand that MSXP is a really, really complicated piece of software, and there are bound to be many, many bugs that need fixes. And really, thank goodness for MSXP.

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but this time round, I really am just SICK of patches causing MORE problems for me.

the patches are:

Security Update for SQL Server 2005 Service Pack 2 (KB948109)

Security Update for Windows XP (KB951748)

Update for Windows XP (KB951978)

Windows Malicious Software Removal Tool – July 2008 (KB890830)

jeez, after installing these, i couldnt use the browsers (IE and FireFox) to show up ANY webpages at all; they would eventually give me the site uncontactable (something like that) error. MSN Messenger tells me that i fail to contact the server or something like that.

to make sure that my internet connection is OK, i checked out the my router from this PC, it works; theres a connection to it, and to my ISP. i could use the ping command to ping "google.com", too. it resolved the IP of google and there are ping replies.

a check using TCPView states that connections are established, and the like, but NOTHING shows up!

i just couldnt use the perfectly OK internet connection for anything.

can anyone help, or i should just give this update a miss (thankfully theres this rollback option, and it works)?

i tried contacting MS staff, but all the site's "contact us" thingie just makes me go round and round and ask me to contact SOMEBODY else, when the fault lies with Microsoft, and Microsoft ONLY.

for goodness' sake, why should I contact the vendors when its the updates from microsoft that are causing problems?

I would really like to see a Microsoft tech staff reply to this.

Thanks.