

Re: Update messing with my internet connection

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-07/msg01275.html>

- *From:* "MowGreen [MVP]" <mowgreen@xxxxxxxxxxxxxx>
 - *Date:* Mon, 14 Jul 2008 11:50:36 -0700
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Uninstall KB951748 and then reboot the system.

Did connectivity return ?

If not, then open a Command Prompt by going to Start > Run > type in

cmd

Click OK or press Enter

At the Command Prompt, type in the following, pressing Enter after

* each command *

netsh winsock reset

exit

Restart the system

IF the answer is Yes or you had to do the above, then **strongly** suggest that you disable the Norton firewall and enable the native XP one.

Reinstall the update by downloading it from here and **saving** it:

Security Update for Windows XP (KB951748) [x86 32bit]

<http://www.microsoft.com/downloads/details.aspx?FamilyID=ed989a33-7a9e-4423-93a8-b38907467cdf&DisplayL>

When the download completes close the browser and any other open programs.

Install WindowsXP-KB951748-x86-ENU.exe; reboot.

Reenable the Norton firewall and **disable** the XP firewall.

Did that resolve the issue ?

MowGreen [MVP 2003-2008]

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-343- FDNY

Never Forgotten

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Pat wrote:

Re: Update messing with my internet connection

I am not using Zone Alarm but the Norton firewall that comes bundled with the AT&T DSL service. I am having the same problem. Can you advise?

Pat Larson

"MowGreen [MVP]" wrote:

Did you save the downloaded ZA update ? If not, download and save it now.
IF Excel was present and functioning prior to these issues, suggest you roll the system back to the day you installed KB951748 using System Restore. The restore point created when the update was installed will be named 'Software Distribution Service 3.0'
After the system restore process and required reboot is done, see if Excel now appears and functions properly.
If it does, install the saved ZA update now; reboot
Download KB951748 from here and *save* it:

Security Update for Windows XP (KB951748)

<http://www.microsoft.com/downloads/details.aspx?FamilyID=ed989a33-7a9e-4423-93a8-b3890746>

After the download finishes close all open browsers and programs.
Install WindowsXP-KB951748-x86-ENU.exe; reboot

MowGreen [MVP 2003-2008]

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Lynne wrote:

I have ZoneAlarm Internet Security Suite (paid version) and had this problem yesterday after I installed the Microsoft update. I uninstalled the update (and did not uninstall anything else), then downloaded the ZoneAlarm update. I have Internet access, but now my computer says Excel has been uninstalled and I'll need a disc to reinstall it (this is my husband's old laptop, I don't think we still have this.)
The Microsoft site that "automatically" searches for updates, found that I'd installed the KB951748 update, wouldn't give me an option to install it and now I can't figure out how to re-install it. ACK! I need Excel, where did it go and how can I get it back? Do I need to re-install the KB951748 update and, if so, how?

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Shenan Stanley wrote:

My best guess – given the enormous amount of information you have given – is that you are utilizing Windows XP (of some flavor) and also have chosen to disable the built-in firewall and use ZoneAlarm?

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

In the section that looks like:

Recommended Actions –
Download and install the latest versions which solve the loss of internet access problem here (English only):

- ZoneAlarm Internet Security Suite
- ZoneAlarm Pro
- ZoneAlarm Antivirus
- ZoneAlarm Anti-Spyware
- ZoneAlarm Basic Firewall

Shenan Stanley
MS-MVP

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