

Re: XP Update kills network

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-08/msg01773.html>

- *From:* "MowGreen [MVP]" <mowgreen@xxxxxxxxxxxxxx>
 - *Date:* Tue, 19 Aug 2008 16:07:16 -0700
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There's no firewall Enabled ? Then the system has 'unwanted guests' despite the included AV in NSW.

You can see which updates were installed in either the System event log [the Source is Windows Update Agent], the ReportingEvents.log [located in WINDOWS\SoftwareDistribution], Add/Remove Programs in the Control Panel under ' Windows XP – Software Updates ', or in the WindowsUpdate.log [located in WINDOWS].

The updates by themselves are not killing the network, rather, the issue is occurring in conjunction with an outdated NSW and the attempt to update. NSW 2006 is not compatible with XP. From the sounds of things, it's not even compatible with itself since it can not update.

At this point you are going to spend more time resolving the issues then it would take to reformat the drive and reinstall XP.

Let me know which path you'd care to pursue ... hours of figuring out what NSW did to XP and cleaning up malware because there's no firewall or, just wiping and reloading.

MowGreen [MVP 2003–2008]

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Dave wrote:

Thanks for the help. I have changed the setting on auto updates to notify me for install.

I am running XP Pro SP2 and using Norton SystemWorks 2006, including AntiVirus. No firewall is running.

There is an additional symptom — After the update, Norton AntiVirus says it "has a license or subscription problem" that can be resolved only by re-installing AntiVirus. That doesn't go away after the GoBack.

That message took me to the event log, where automatic update posts an error message that it can't continue because "some binaries are not signed by Symantec — some tampering may

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have occurred".

There is also an information message at live update startup –"the description for event ID (0) in source (Live UpdateNotice Service cannot be found." That message appears to recur every time an update is attempted. Once this morning this same message is then repeated as an error from Broadcom ASF IP and Smbios mailbox monitor

I cannot access the update history in the Help and support center to get a specific update ID. Is there somewhere else I should be looking?

Thanks again for the help.

"MowGreen [MVP]" wrote:

Dave,

Specifically, which update is causing this ?
Which firewall is being used ... which antivirus/security suite ?

BTW, you can set Automatic Updates to " Download updates for me but let me choose when to install them " to avoid the reinstallation of the problematic update ... if you know the KB number of it <g>
Just UNcheck the box next to it when the update icon appears in the Notification area.

MowGreen [MVP 2003–2008]

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Dave wrote:

A Windows automatic update kills connection to router (LinkSysWRT54G) and therefore to entire wireless network. It also removes references to all other networks I use.

New "wireless network wizard" does not work — requires a USB port on the router for the thumb–drive option and won't move forward on any other option.

Use GoBack to restore to a time before the update and the network works fine. Unfortunately, the automatic update keeps screwing things up "automatically" whenever I am away from the computer for a while.

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2 month old Dell Latitude 630 laptop apparently running
broadcom network control software.