

Re: SP3 & no internet access

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-09/msg00306.html>

- *From:* "PA Bear [MS MVP]" <PABearMVP@xxxxxxxxxx>
 - *Date:* Fri, 5 Sep 2008 17:37:09 -0400
-

If BF paid \$60 for it and installed it, you are using it and it's ZA Security Suite. As the suite includes an anti-virus application, uninstall AVG 8 via Add/Remove Programs and make sure the Windows Firewall is disabled.

Then see the second section of my previous reply.

NB: If ZA Security Suite *and/or* AVG was running in the background when WinXP SP3 was installed, you've got worse problems, girlfriend.

--

~PA Bear

geekdna wrote:

I still have it installed because my boyfriend paid \$60 for it. Not much of a reason, but there it is. Yes, the firewall was/is enabled.

"PA Bear [MS MVP]" wrote:

...I have Zone Alarm on the computer but don't use it.

Explain. If you don't use it, why is it still installed? Is the Windows Firewall enabled?

=====

Error message after you install a Windows Internet Explorer 7 update from Windows Update or from Microsoft Update: "Webpage cannot be displayed":
<http://support.microsoft.com/kb/942818>

If tweaking your third-party firewall's settings don't help, try the following:

1. Disable your anti-virus application, all Norton Add-ons (if any), any real-time protection provided by an anti-spyware application (except for Windows Defender; includes Spybot Tea Timer, SpySweeper Guards, AVG

Re: SP3 & no internet access

AS

guard.exe, etc.), disable any third-party firewall AND THEN enable the Windows Firewall.

NB: You're "working without a net" now: Don't do ANYTHING else online (e.g., browsing; reading email; chatting) except #4 below until your anti-virus application has been re-enabled! If you're running ZA Free firewall, you may need to uninstall it instead of disabling it.

2. Uninstall "Security Update for Windows Internet Explorer 7 (KB953838)" via Add/Remove Programs (make sure Show Updates box is checked at top right) and reboot.

**Vista: Uninstall "Security Update for Windows Internet Explorer 7 (KB953838)" via Control Panel | Security | Windows Update | View installed updates and reboot.

3. Re-do #1 above.

4. Go to <http://windowsupdate.microsoft.com> and install any Critical Updates offered (i.e., KB953838). If a Root Certificates update is listed in the Optional Updates category, install it to take full advantage of IE7's enhanced security.

**Vista: Run Windows Update manually and install any Important updates offered (i.e., KB953838). If a Root Certificates update is listed in the Optional Updates category, install it to take full advantage of IE7's enhanced security.

5. Reboot > Make sure everything in #1 above is enabled again and, if applicable, disable the Windows Firewall and enable (or reinstall) your third-party firewall.

=====

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. When you call, clearly state that your problem is related to a Security Update and cite the update's KB number (e.g., KB123456).

LOOK! => If your problem relates to a Cumulative Security Update for IE, call the above number and ask to be transferred to the Consumer IE7 queue (which is 47830).

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>

Re: SP3 & no internet access

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

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>

--

~Robear Dyer (PA Bear)
MS MVP-IE, Mail, Security, Windows Desktop Experience – since 2002
AumHa VSOP & Admin <http://aumha.net>
DTS-L <http://dts-l.net/>

geekdna wrote:

I installed SP3 on my XP home computer and couldn't get online using IE, Netscape, or Foxfire. I read it was because I had IE 7 installed (you would think the installation check would warn that this version wasn't compatible, but nooo). So, I uninstalled SP3 and IE7, rebooted and was able to get online with IE 6. I reinstalled SP3 (no other apps running) w/o incident. However, I can't get online again. There does not seem to be a DNS problem, as any page I try to load shows as the correct web address. However, the page-any page-will not load. I can get email through Outlook Express, but not gmail through the gmailnotify tray program. In fact, nothing that relies on internet access loads. I have a DSL connection I run AVG 8 but not while installing. I have Zone Alarm on the computer but don't use it. Help!