

Re: FIX for ZoneAlarm & KB951748 issue released

Source: <http://www.derkeiler.com/Newsgroups/microsoft.public.security/2008-07/msg00097.html>

- *From:* "Phyllis" <someone@xxxxxxxxxxxxxx>
 - *Date:* Sun, 13 Jul 2008 09:56:27 -0500
-

My response from my last post: ("Don't remember date of SP3 install, was right after it became available and I got update notification from Automatic Updates.") I believe you should know that SP3 became available before July 8, 2008. I really appreciate all the help, but can do without the "attitude." I know this problem has been overwhelming to deal with and you are probably tired of incompetent people owning computers but none the less we all have them now.

NO, it is not only after standby that it occurs. Also answered in last post. (Usually when I FIRST open Internet Explorer I get this box that says "no internet connection available, do you want to work offline or retry." When I click retry it connects right up. My wireless connection doesn't connect at startup and if I do manage to get it connected it drops during standby.) Does this response not answer the question about having the problem only after standby or hibernation? I have my computer set to never hibernate.

Outlook Express also exhibits the same problem.

I cleaned my machine of all files/traces of Norton after I uninstalled via Add/Remove Programs, but will download/run the removal tool that you provided. I will also install the updates. Thank you very much for your help.

"PA Bear [MS MVP]" <PABearMVP@xxxxxxxxxx> wrote in message news:e3tHLOK5IHA.4908@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

[Crossposting eliminated]

Did you or did you not install WinXP SP3 on or after 08 July 2008?

You explained your connection problems before. I need to know if you **only** have such problems after resuming the machine from Standby or Hibernate? If not, please say so.

Do any of your other applications (e.g., Outlook Express) exhibit these connection problems or is it just IE7?

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...I have also had Norton Internet Security during 2006 and 2007.

1. If anything named Norton or if LiveUpdate is listed in Add/Remove Programs, please uninstall it/them.

2. Now download/run this removal tool and reboot:

<http://service1.symantec.com/SUPPORT/tsgeninfo.nsf/docid/2005033108162039>

3. Any improvement in the connectivity department?

=====

I did a system restore yesterday and told Automatic Updates to not show me KB951748 and KB951978 again.

Please do NOT use System Restore to "undo" updates. Uninstall them via Add/Remove Programs instead.

I would STRONGLY recommend that you get KB951748 and KB951978 installed again ASAP! You've proven that neither of them caused your problem, and KB951748 especially *is* a big deal! =>

http://blog.washingtonpost.com/securityfix/2008/07/patch_the_entire_internet_tues_1.html

And I can assure you that all responsible ISPs consider it a big deal, too, and are scrambling to make changes to protect against these vulnerabilities.

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~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/>

Phyllis wrote:

I am using microsoft.public.security in my Outlook Express to view/reply.

Problem started first part of the week after Windows Updates and AVG update.

Don't remember date of SP3 install, was right after it became available and

I got update notification from Automatic Updates. Usually when I first open

Internet Explorer I get this box that says "no internet connection available, do you want to work offline or retry." When I click retry it

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connects right up. My wireless connection doesn't connect at startup and if I do manage to get it connected it drops during standby.

I use Windows Firewall, but have recently had Zone Alarms but didn't like some things about it and uninstalled via Add/Remove programs. I have run a search and did not find any files associated with Zone Alarms on my computer. I have also had Norton Internet Security during 2006 and 2007.

I did a system restore yesterday and told Automatic Updates to not show me KB951748 and KB951978 again. I did install the Malicious Software Tool. Problem remains. I am wondering if maybe my internet provider may have been messing with it trying to resolve this problem themselves. I believe it was on Zone Alarms forum that I read where internet providers were having to make corrections to their servers too. Don't know if that is correct or not. I have read so much today, I can hardly remember my name at this point. I have it all connected right now and has been working fine for the last couple of hours. Don't know what is going on.

"PA Bear [MS MVP]" <PABearMVP@xxxxxxxx> wrote in message news:%23bqaawG5IHA.1196@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

I have been experiencing problems with my internet connection all week.

"All week" meaning since you installed KB951748, KB951978, and the Malicious Software Removal Tool on or shortly after 08 July 2008?

When did you install WinXP SP3? Was AVG running in the background when you installed SP3? Do you only experience such issues after resuming from Standby or Hibernation?

You've told us that ZoneAlarm isn't installed. Is another third-party firewall installed or are you using the Windows Firewall?

Has a Norton or McAfee application ever been installed on the machine?

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Lastly, if you uninstall "Security Update for Windows XP (KB951748)" via Add/Remove Programs & reboot, does the behavior persist?

PS: Please tell me which newsgroup you're using to view and reply to this thread. I'd prefer that we discontinue the unnecessary crossposting.

Phyllis wrote:

Microsoft Windows Updates this week were KB951748 (Security Update for XP), KB951978 (Update for Windows XP), KB890830 (Windows Malicious Software Removal Tool). I have been experiencing problems with my internet connection all week. Sometimes I can't get it to connect at all, or a window will come up and say "there is no internet connection available, do I want to work offline or retry." If I click retry it will connect right up. Then at other times it will connect to the cable connection with no problem, but then my wireless connection will not connect, it doesn't even show a network available. After fooling with it (disable, re-enable, repair) it will just finally connect up.

I had already upgraded to AVG 8.0 several weeks ago. The update this week was just a part of daily updates, but required restart of my computer which it never did before. It says 8.0.138.

What other *Windows* updates did you install this week? Exactly what problems are you

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experiencing since installing
the July 2008 updates?

Did you upgrade from AVG
v7.5 to v8.0, and are you
now running
v8.1.135?

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Phyllis wrote:

Sorry about
posting in
the wrong
place, but I
was mainly
commenting
on
the
fact that
there were
others with
what
seemed like
the same
problem
that
did
not have
ZA.

XP SP3, IE
7, and my
AVG did an
update this
week that
required
restart
of
my
computer
which has
never
happened
before, so it
is possible
they made
some
changes as
well. Has
anyone
complained

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about that
freebie
screwing
things
up? Seems
like
everything I
have on my
computer
has been
wanting to
update
today and
I'm getting
a little gun
shy. Thanks

No,
sorry.
It's
been
a
very
long
week...

Then
again,
you
did
post
in
a
thread
about
ZoneAlarm
and
KB951748
instead
of
beginning
your
own
thread.

What's
your
Windows
version
(e.g.,

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WinXP
SP3)
and
IE
version,
Phyllis?
What
other
updates
did
you
install
this
week
besides
KB951748?
--
Phyllis
wrote:

So
this
fix
works
even
if
you
are
not
running
Zone
Alarms?

ZA's
had
the
fix
for
several
days
now:

<snip>