

Re: FIX for ZoneAlarm & KB951748 issue released

Source: <http://www.derkeiler.com/Newsgroups/microsoft.public.security/2008-07/msg00186.html>

- *From:* "Phyllis" <someone@xxxxxxxxxxxxxx>
 - *Date:* Mon, 21 Jul 2008 18:08:34 -0500
-

I replaced my wireless router and seems to have fixed the problems that I was having. Hugh coincidence that my router would start to die at the same time that everyone else started having problems with latest update.

Thanks for your help.

"PA Bear [MS MVP]" <PABearMVP@xxxxxxxxxx> wrote in message news:u53wtES5IHA.2332@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

I'm not giving you attitude, I just need you to answer my questions, Phyllis. If you'd like to get voluntary or paid assistance elsewhere, please so do.

...I believe you should know that SP3 became available before July 8, 2008

SP3 was made available via Windows Update website on or about 07 May-08, and for a very bried period was being offered to *some* users who'd configured Automatic Updates (AU) to "Download but notify" and "Notify Only."

SP3 was made available to all users, independent of their AU settings, at 17:00 UTC, 10 Jul-08.

NO, it is not only after standby that it occurs...

Thank you for answering my specific question.

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.

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Let me know if running the removal tool helps at all. Norton applications are notorious for not uninstalling cleanly, Phyllis. The "remainders" left behind can have an untold number of affects on performance, including connectivity.

Phyllis, what's the make & model of your wireless router? Do you own it or do you lease it from your ISP there in Conway?

Also tell me if the connectivity issues only seem to occur at specific times of the day (e.g., only in the early evening; from 5 PM till bedtime).

--
~PA Bear

Phyllis wrote:

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.

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"PA Bear [MS MVP]" <PABearMVP@xxxxxxxx> 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?

=====

...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

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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.

—
~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 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

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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?

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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?

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

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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

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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
experiencing

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since
installing
the
July
2008
updates?

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

--
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

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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
about
that
freebie
screwing
things
up?
Seems
like
everything

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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

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Windows
version
(e.g.,
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>

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