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Windows Vista - Troubleshooting Network Connections

Note: Some of the following procedures may require the use of an account with administrative privileges. You may need to click Continue or type in an administrative username and password during those procedures.

1. Make sure all network cables to any routers, cable modems, and/or DSL modems are plugged in securely.
2. Make sure all cables to the computer are plugged in securely.
3. If hardware or software was added immediately before the problem started, turn off computer and follow the steps below to remove added hardware/software.

Note: Remove any programs that are associated with the hardware.

- a. Click **Start**. In the **Start Search** dialog box, type: **Device**, and then click **Device Manager**.
- b. In **Device Manager**, in the list of devices, right-click the device name, and then click **Uninstall**.
- c. In the **Confirm Device Removal** dialog box, click **OK**.
- d. Turn the computer off.
- e. Remove the hardware that was added to the computer.

Remove Added Software

- a. Click **Start**, and then click **Control Panel**.
 - b. In **Control Panel**, double-click **Programs and Features**.
 - c. In the **Uninstall or Change a Program** dialog box, verify that the newly added program is listed. If the program is listed, follow these steps:
 - Click the program name.
 - Click **Uninstall**.
 - Follow all dialog boxes that may appear during the removal.
 - Close all open windows.
4. Check for related issues.
 5. Delete cookies, temporary Internet files, and recently downloaded program files, and then reset to default settings.

Delete Cookies:

- a. Open **Internet Explorer**.
- b. On the toolbar, click **Tools**, and then click **Internet Options**.
- c. Click **Delete Files**.
- d. Click **Yes**.

Delete Temporary Internet Files:

- a. In the **Internet Options** dialog box, click **Delete Files**.
 - b. In the **Delete Files** dialog box, select **Delete all Offline Content**, and then click **OK**.
6. Run a repair on the network connection.
 - a. Click **Start**. In the **Start Search** dialog box, type: **Network** and then click **Network and Sharing Center**.
 - b. Click **Diagnose and Repair**, and follow any prompts.
 - c. Test your connection when the repair is completed.
 7. Unbind TCP/IPv6.
 - a. From the Windows Vista **Start** menu, click **Network**.
[View Picture](#)
 - b. In the **Network** window, click **Network and Sharing Center**.
[View Picture](#)
 - c. In the **Network and Sharing Center** window, click **Manage network connections**.
[View Picture](#)
 - d. In the **Network Connections** window, right-click the network connection you are trying to use (Wireless or Local Area Connection), and then click **Properties**.

[View Picture](#)

- e. In the **Properties** dialog box, on the **Networking** tab, in the **This connection uses the following items:** area, click to clear check mark from **Internet Protocol Version 6 (TCP/IPv6)**. Click **OK**.
- [View Picture](#)
- f. Shut down Windows, restart the computer, and then try connecting to the Internet.

8. Change the adapter settings for TCP/IPv4.

- a. In the **Network Connections** window, right-click the network connection you are trying to use (Wireless or Local Area Connection), and then click **Properties**.
- [View Picture](#)
- b. In the **Properties** dialog box, on the **Networking** tab, click to select your network connection, and then click **Configure**.
- [View Picture](#)
- c. In the **Controller Properties** window, click the **Advanced** tab.
- [View Picture](#)
- d. On the **Advanced** tab, in the **Properties** area, click to select and then change the value of any option with an option of (IPv4) to **Disabled**. Click **OK**. The usual items to look for are: IPv4 Checksum Offload, TCP Checksum Offload (IPv4), UDP Checksum Offload (IPv4).
- [View Picture](#)
- e. Shut down Windows, restart the computer, and then try connecting to the Internet.

9. Check and repair Winsock corruption.

- a. Click **Start**. In the **Start Search** dialog box, type: **cmd**, and right-click **cmd**.
- b. Click **Run as administrator**.
- c. Type: **netsh winsock reset**, and then press the ENTER key.
- d. Type: **Exit** and press ENTER.
- e. Restart the computer.

10. Reset the TCP/IP protocol.

- a. Click **Start**. In the **Start Search** dialog box, type: **cmd**, and right-click **cmd**.
- b. Click **Run as administrator**.
- c. Type: **netsh int ip reset**, and then press ENTER.
- d. Type: **Exit** and press ENTER.
- e. Restart the computer.

11. Perform manual troubleshooting.

Use the Ping tool to test the configuration.

Note: If you receive the error "hardware error" at any point when using the Ping command, it is most likely that either the Network card is bad or the cable may not be connected.

- a. Click **Start**. In the **Start Search** dialog box, type: **cmd**, and right-click **cmd**.
- b. At the command prompt, type: **ping 127.0.0.1**, and then press ENTER.
- c. If the loopback test fails, the IP stack is not responding. This problem may occur if any one or more of the following conditions is true:
 - The TCP drivers are corrupted.
 - The network adapter is not working.
 - Another service is interfering with IP.
- d. Type: **ping xxxx** (where xxx is the default gateway IP address). This pings the IP address of the default gateway identified using the Ipconfig tool.
 - If the ping fails, you may have an issue with the network adapter, the router or gateway device, the cabling, or other connectivity hardware.
- e. Type: **ping xxxxx (where xxxxx is a web address) to ping the IP address of a remote Web address (www.msn.com or another well-known Web site)**.
 - If the ping fails, the Web site may not be responding, or there may be a problem with the network hardware between computers. To rule out an unresponsive remote host, use Ping again to a different Web host.

Note: If you cannot use PING successfully at any point, check the following:

- The computer was restarted after TCP/IP was installed and configured.
- The local computer's IP address is valid and appears correctly in the IP Address tab of the Microsoft TCP/IP Properties dialog box.

Use the Arp tool to clear out the ARP cache.

If you can ping both the loopback address (127.0.0.1) and your IP address but you cannot ping any other IP addresses, use the Arp tool to clear out the Address Resolution Protocol (ARP) cache by performing the following steps:

- f. Click **Start**. In the **Start Search** dialog box, type: **cmd**, and right-click **cmd**.
- g. Click **Run as administrator**.
- h. If prompted, enter a username and password or click **Continue**.
- i. Type: **netsh interface ip delete arp cache**, and then press ENTER.

12. Use software to automatically identify and remove possible viruses or spyware. Examples of third-party software companies include Symantec (www.symantec.com) and McAfee (www.mcafee.com).

13. Test with a new user account. Log in as a different user and see if the issue persists. If no other users exist, create a new user account and test the connection.
14. Perform a clean boot in Windows Vista.
 - a. Click **Start**. In the **Start Search** dialog box, type: **msconfig**, and then click **msconfig**.
 - b. In the **System Configuration** window, click the **General** tab, click **Selective Startup**, and click to uncheck the **Load Startup Items** checkbox.
 - c. In the **System Configuration** window, click the **Services** tab, and then click **Hide all Microsoft Services**.
 - d. Click **Disable all**.

Note: By disabling third-party services, antivirus and firewall software may be disabled.
 - e. Click **OK**, and select the option to restart.
 - f. After the computer has restarted, test the Internet connection.
15. If the connection works, there is a conflict with a program or tool that is loading when the computer starts. To identify the program or tool that is causing the conflict, use the Msconfig tool.

Note: If you disable all the Microsoft services and restart the computer, the System Restore tool will be disabled. You will lose all your restore points. Therefore, we do not recommend that you disable all the Microsoft services when you troubleshoot by using Msconfig.

Check if a third-party service is causing the conflict

- a. Click **Start**. In the **Start Search** dialog box, type: **msconfig**, and then click **msconfig**.
 - b. Click the **Services** tab, enable all the services, and then click **OK**.
 - c. Restart the computer and test the connection again.
 - d. If the connection works, go to the "Check to see if a third-party program may be causing the conflict" section.
16. If the connection still does not work, a third-party service is conflicting with Internet Explorer. To identify which one, follow these steps:
 - a. Click **Start**. In the **Start Search** dialog box, type: **msconfig**, and then click **msconfig**.
 - b. Click the **Services** tab.
 - c. Enable half the services on the list, and then click **OK**.
 - d. Restart the computer and test the connection.
 - e. Continue this process until you identify the service that is conflicting with Internet Explorer. We recommend that you remove or disable the service.
 17. Check to see if a third-party program may be causing the conflict
 - a. Click **Start**. In the **Start Search** dialog box, type: **msconfig**, and then click **msconfig**.
 - b. Click the **Startup** tab.
 - c. Because of the number of entries that may be listed, we recommend that you find the conflicting program by using a process of elimination.
 - d. Click to select half of the items that are listed, and then click **OK**.
 - e. Restart the computer, and then test the connection.
 - f. Continue this process until you have identified the conflicting program.
 - g. We recommend that you remove the program if you are not using it or configure the program so that it does not start when the computer starts.
 - h. If a clean boot process does not identify or resolve the issue, change the settings in the tool so that the computer starts in Normal mode.
 18. Click **Start**. In the **Start Search** dialog box, type: **cmd**, and right-click **cmd**. Type each of the following commands. Press ENTER after each command. Click **OK** in each dialog box that appears to confirm registration.


```
regsvr32 urlmon.dll
regsvr32 dssenh.dll
regsvr32 rsaenh.dll
regsvr32 softpub.dll
```
 19. If you know when the issue started, run System Restore to revert to a restored point prior to the issue.
 - a. Click **Start**. In the **Start Search** dialog box, type: **system**, and click **System Restore**.
 - b. In the **System Restore** dialog box, click **Choose a different restore point**, and then click **Next**.
 - c. In the **System Restore** dialog box, select a day and time from the list when the computer was working properly, and then click **Next**.
 - d. Close any open programs. In the **System Restore** dialog box, click **Finish**.
 - e. After the computer returns to Windows, in the **System Restore** dialog box, click **OK**.
 - f. Determine whether the computer is working properly. If necessary, repeat the preceding steps selecting an earlier time and date.

If following the above procedures did not resolve your problem, please contact Gateway through one of the following methods:

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