



## Question

Error "The Page Cannot Be Displayed" After Upgrading to Windows ME or Windows 2000

## Answer

This article assumes you are familiar with editing the Windows registry. If you are not, contact NETGEAR technical support about this problem.

If you are running Windows NT or Windows 2000, you should also update your Emergency Repair Disk (ERD). To resolve this issue:

1. Check to see if the lcsLocalDomainName value exists in the registry. The lcsLocalDomainName value is located in the following registry key:

HKEY\_LOCAL\_MACHINE\System\CurrentControlSet\Services\VxD\MSTCP

If the value does exist, remove it by using any of the following methods. If the value does not exist, skip to step 2.

- o Click Start, point to Settings, click Control Panel, and then double-click Network.
- o Click Internet Connection Sharing, click Remove, click OK, and then click OK. If you are prompted to reboot the computer, do so.
- o Click Start, point to Settings, click Control Panel, double-click Add/Remove Programs.
- o Click the Windows Setup tab, click Communications, click Details, click to clear the Internet Connection Sharing check box, and then click OK.
- o Double-click My Network Places on your desktop, and then run the Home Networking Wizard. If you are prompted to reboot your computer, do so. Note that you can click No, this computer does not use the Internet and No, do not create a Home Networking Setup disk if you do not want to complete the Home Networking Wizard to configure your ISP and your internal network adapter.
- o Locate and click the following registry key, and then delete the lcsLocalDomainName value:

HKEY\_LOCAL\_MACHINE\System\CurrentControlSet\Services\VxD\MSTCP

2. Locate and click the following registry key, and then delete the Winsock2 registry key:

HKEY\_LOCAL\_MACHINE\System\CurrentControlSet\Services

3. When you remove this registry key, any incorrect entries that may be causing Domain Name System (DNS) errors are removed.

4. Click Start, point to Settings, click Control Panel, double-click Add/Remove Programs.

5. Click Communications on the Windows Setup tab, click Details, click to clear the Dial-Up Networking check box (if it is selected), click OK, and then click OK. If you are prompted to reboot your computer, click No.

6. Click Start, point to Settings, click Control Panel, double-click Add/Remove Programs.

7. Click Communications on the Windows Setup tab, click Details, click to select the Dial-Up Networking checkbox, click OK, and then click OK. If you are prompted to reboot your computer, click Yes. Note that when you to clear or click to select the Dial-Up Networking check box, the Winsock2 registry key is rebuilt.

*Doc ID:* N100340.asp

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