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Internet Option Troubleshooting

If the user's computer shows there is Internet access, but cannot navigate to webpages because they get the browser error: **The proxy server isn't responding or Unable to connect to the proxy server**, follow these directions:

1. Press the **Start** button. Type **Internet Options** in the search bar.



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2. Once the Internet Options pane is open, navigate to the **Connections** tab and click the **LAN settings** button.



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3. If the settings appear as follows, you have found the issue.

Automatic con	figuration				
	figuration ma			gs. To ensure tion.	the
Automatic	ally detect set	ttings			
Use autom	atic configura	tion script			
Address					
Proxy server					
Use a prox dial-up or	y server for y VPN connection	your LAN (Th ins).	nese setting:	s will not apply	to
Address:	0.0.0.0	Por	rt: 80	Advance	d
Bypass	proxy server	r for local ad	dresses	. Station and	
			ОК	Canc	el
ocal Area Net	work (LAN) se	ettings		1110-	
LAN Settings Choose Settir				LAN setti	ngs

4. Uncheck Use a Proxy Server, and check automatically detect settings.

If you encounter any trouble, feel free to contact the Help Desk at (504) 280-4357 or by email at <u>helpdesk@uno.edu</u>. You may also stop by the Help Desk, located in the UCC Room 101.

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