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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				
Automatic cor use of manual	figuration ma settings, disa	y override ma ible automati	nual setting c configurat	ps. To ensure	the
Automatic	ally detect set	tings			
Use autom	atic configura	tion script			
Address					
Proxy server					
Use a prov dial-up or V	y server for y PN connectio	our LAN (The	ese settings	will not apply	to
Address:	0.0.0.0	Port	: 80	Advance	d
🕅 Bypass	proxy server	for local add	resses		
		(ОК	Can	cel
ocal Area Net	work (LAN) se	ttings			
LAN Settings Choose Settin	do not apply t ngs above for	o dial-up con dial-up settin	nections. gs.	LAN sett	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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