WiFi Troubleshooting - Unable to connect to proxy server

Issue
When given error message "Unable to connect to proxy server" after successfully joining a network, follow the steps below to remove proxy server settings.

Resolution

Internet Explorer:
1. Go to Settings > Internet Options > Connections > LAN Settings
2. Under Proxy Server, uncheck the box next to "Use a proxy server for your LAN"

Google Chrome:
1. Go to Settings > Click "Show Advanced Settings" > Network section > Change Proxy Settings... > Connections > LAN Settings
2. Under Proxy Server, uncheck the box next to "Use a proxy server for your LAN"

Firefox:
1. Go to Settings > Advanced > Network > Settings... button (under Connection)
2. Select "No proxy" from the list of options.

Safari:
1. Go to Safari tab > Preferences > Advanced > Change Settings > Proxies
2. Make sure all settings are not checked

Mac System Preferences:
1. Go to System Preferences > Network > Advanced > Proxies
2. Make sure all settings are unchecked.

Windows Control Panel:
1. Internet Options > Connections > LAN Settings
2. Under Proxy Server, uncheck the box next to "Use a proxy server for your LAN"

Additional Information

⚠️ Unexpected proxy settings can be a symptom of malicious software on a computer. If you find this, we suggest running a full scan with your antivirus/antimalware software.

Need more help? Contact the ITS Service Desk.