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**INSTRUCTIONS**

1. Access the Windows Registry (Start > Search box > type 'regedit') to delete the following settings:

```
HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Internet Settings\Connections
```

*Clear these two on right pane:*

- DefaultConnectionSettings
- SavedLegacySettings

2. Clear the Internet Explorer cache completely: ActiveX Controls, Cookies, History, etc.
3. Close all instances of Internet Explorer.
4. Delete all WPAD script instances. With administrator rights, open a command window (Start > Search box > type 'cmd') and type the following command:

- `del \wpad*.dat /s`

5. Clear the DNS and Netbios name caches. With administrator rights, open a command window (Start > Search box > type 'cmd') and type the following command:

- `ipconfig /flushdns`
- `nbtstat -R`