

FIXING AN INTERNET CONNECTION WHEN USING A "VPN SERVICE"

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SUMMARY

When using a "VPN service" for secure Internet access, you sometimes end up with a failed Internet connection that you can fix by resetting your network adapter.

Fixing a Failed Internet Connection When Using a "VPN Service"

- Step 1:
If your "VPN service" is currently turned on, turn it off.

Fixing a Failed Internet Connection When Using a "VPN Service"

- Step 2:
Go to the "Control Panel".

Fixing a Failed Internet Connection When Using a "VPN Service" (continued)

- Step 3:
Open "Network Connections".

Fixing a Failed Internet Connection When Using a "VPN Service" (continued)

- Step 4:
Click on "Change adapter settings".

Fixing a Failed Internet Connection When Using a "VPN Service" (continued)

- Step 5:
Locate your real network adapter--the one that is actually connected upstream to the Internet.

Fixing a Failed Internet Connection When Using a "VPN Service" (continued)

- Step 6:
Use the RIGHT mouse button to click on your network adapter.

Fixing a Failed Internet Connection When Using a "VPN Service" (continued)

- Step 7:
A pop-up context menu will be displayed.

Fixing a Failed Internet Connection When Using a "VPN Service" (continued)

- Step 8:
Click on "Disable" in the pop-up context menu.

Fixing a Failed Internet Connection When Using a "VPN Service" (continued)

- Step 9:
Wait for "Windows.." to disable the network adapter.

Fixing a Failed Internet Connection When Using a "VPN Service" (continued)

- Step 10:
Use the right mouse button to click on the network adapter.

Fixing a Failed Internet Connection When Using a "VPN Service" (continued)

- Step 11:
A pop-up context menu will be displayed.

Fixing a Failed Internet Connection When Using a "VPN Service" (continued)

- Step 12:
Click on "Enable" in the pop-up context menu.

Fixing a Failed Internet Connection When Using a "VPN Service" (continued)

- Step 13:
Wait for "Windows.." to enable your network adapter.

Fixing a Failed Internet Connection When Using a "VPN Service" (continued)

- **Step 14:**
Turn your "VPN service" back on.