

Symptom

Impossible to register.

Problem description

Some Windows parameters prevent internet connection

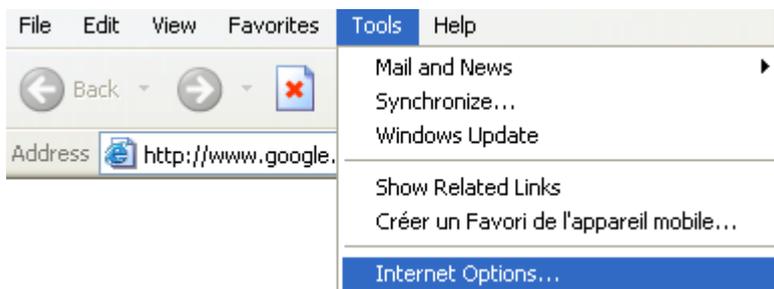
Resolution

- 1) Dis-activate the Antivirus and firewall



- 2) Launch

- 3) Click on **Tools** -> **Internet Options**



- 3) Select the **Connections** tab



- 4) Click on **Lan Settings**

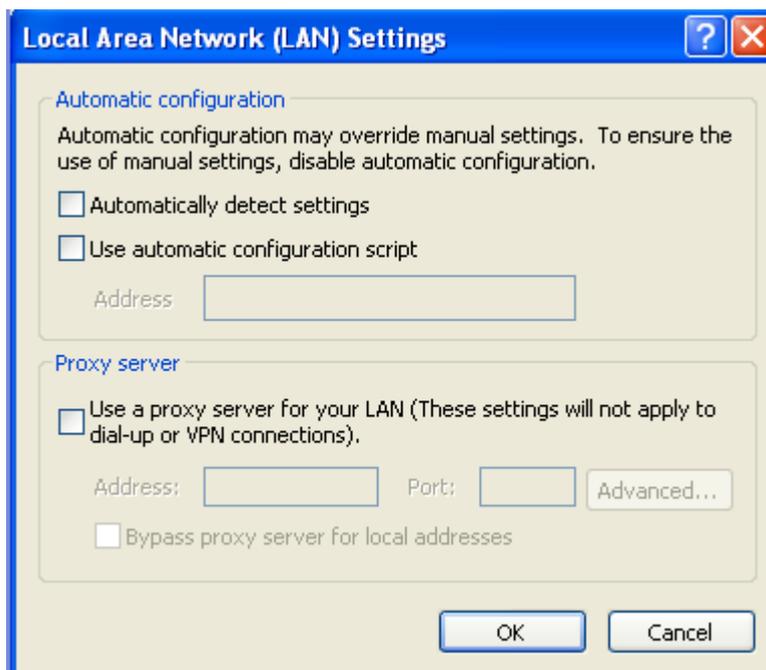


5) Vérify whether a proxy is configured

If possible, dis-activate the fields

- Automatically detect settings
- Use automatic configuration script
- Use a proxy server ...

and go to step 10).



Otherwise, write down the informations of this window.

6) Click twice on 

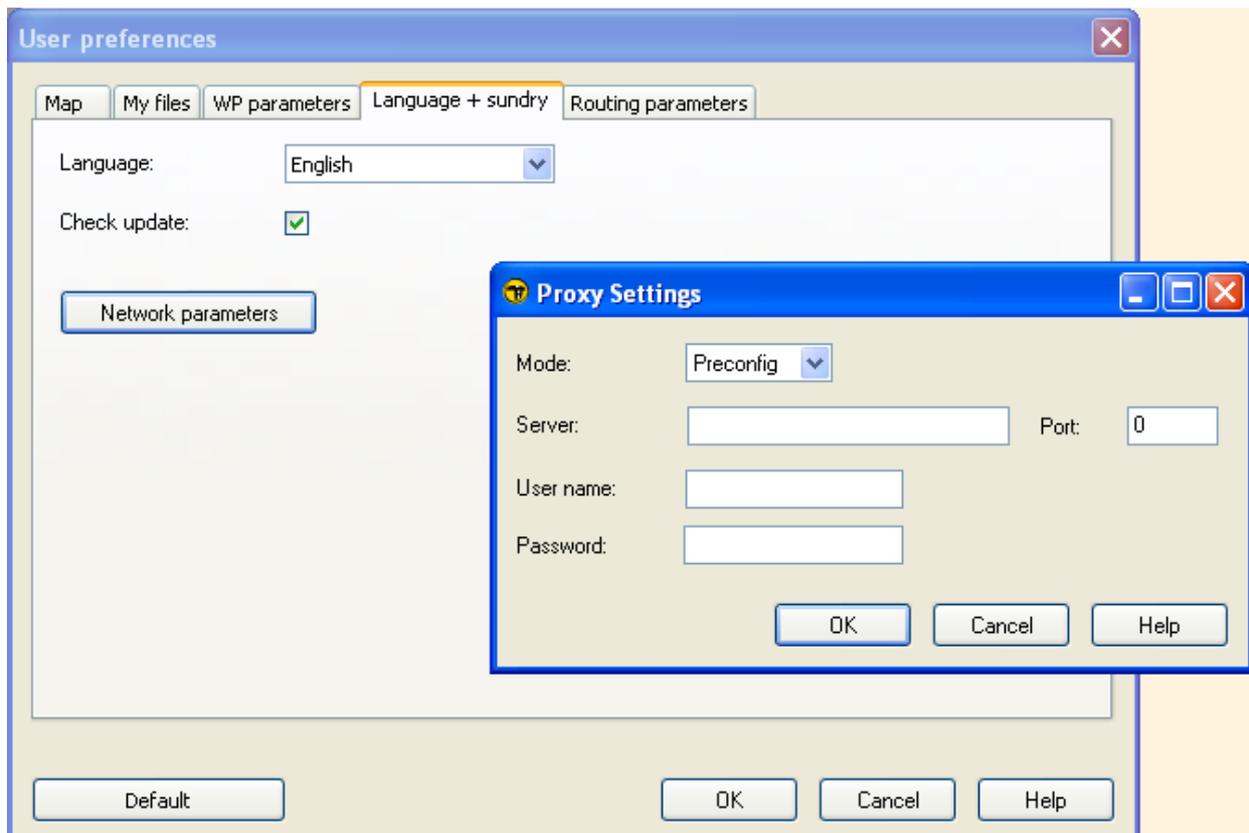
7) Start



8) Select **Modify** -> **User's preferences...**



9) Click the **Language + Sundry** tab, then **Network parameters**



Fill in the window with the information previously collected.

10) Validate and retry to register