

Unable to Connect to the Proxy Server

If you're encountering the "Unable to connect to the proxy server" error while trying to connect to PureVPN, then you should consider changing the proxy settings of your browser.

Kindly follow the steps below:

Google Chrome Mozilla Firefox Internet Explorer

1 Click on **Menu** and select **Settings**.

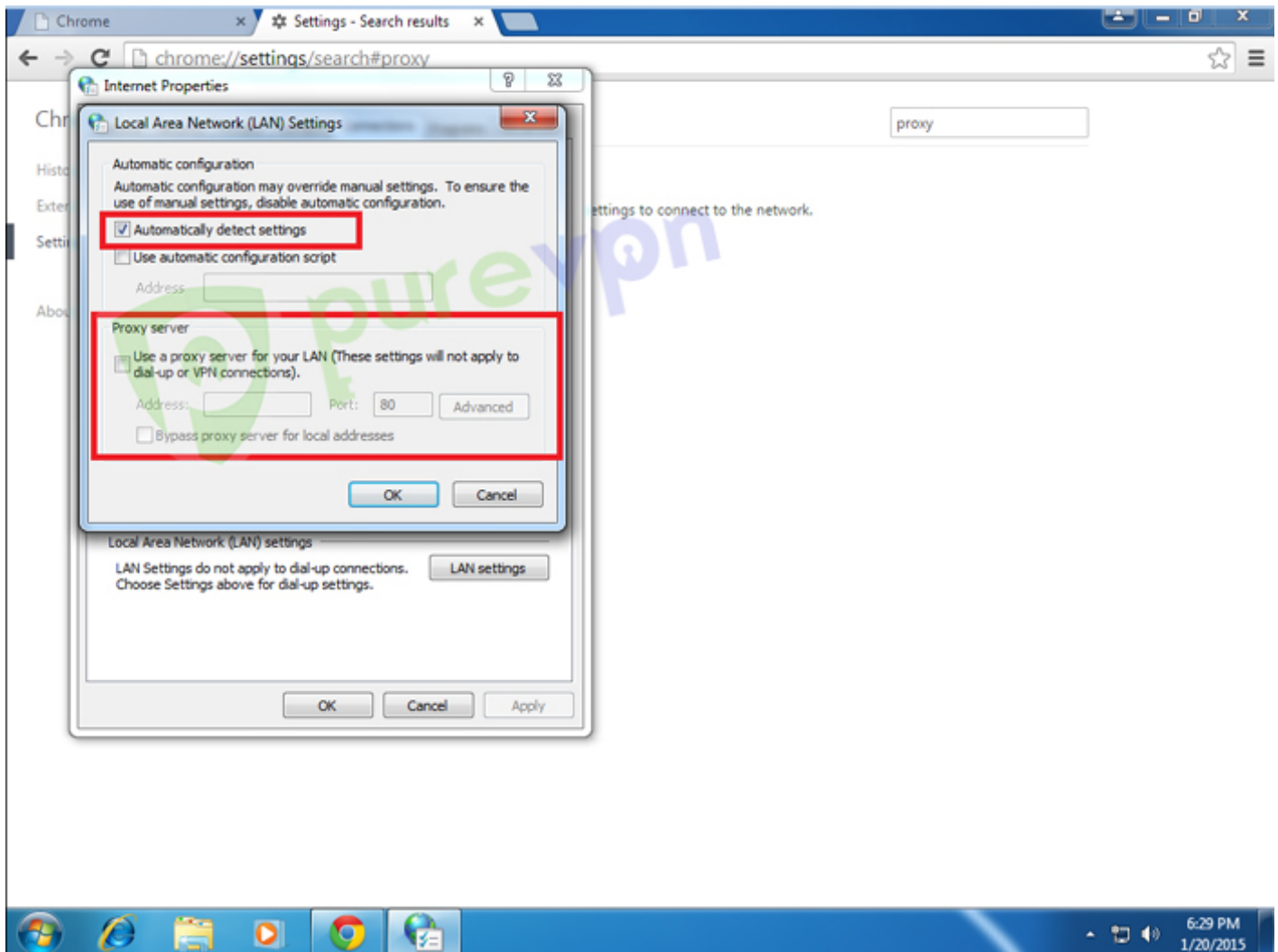
2 Click on **Search box** and type **Proxy** then click on **Change proxy settings**.

3 Select **PureVPN** and click on **Settings**

4 Select Automatically detect settings, uncheck **Use automatic configuration script** and uncheck **Proxy server** then hit **OK**

5 Click on LAN settings

6 Select Automatically detect settings, uncheck Use automatic configuration script and uncheck Proxy server then hit OK and OK again



Now connect VPN and everything should work fine now.

1 Click on **Menu** from top and select **Options**

2 Click on **Advanced** then click on **Network** Tab and click on **Settings**.

3 Select **Auto-detect proxy settings for this network** and hit **OK** and **OK** again.

Now connect VPN and everything should work fine now.

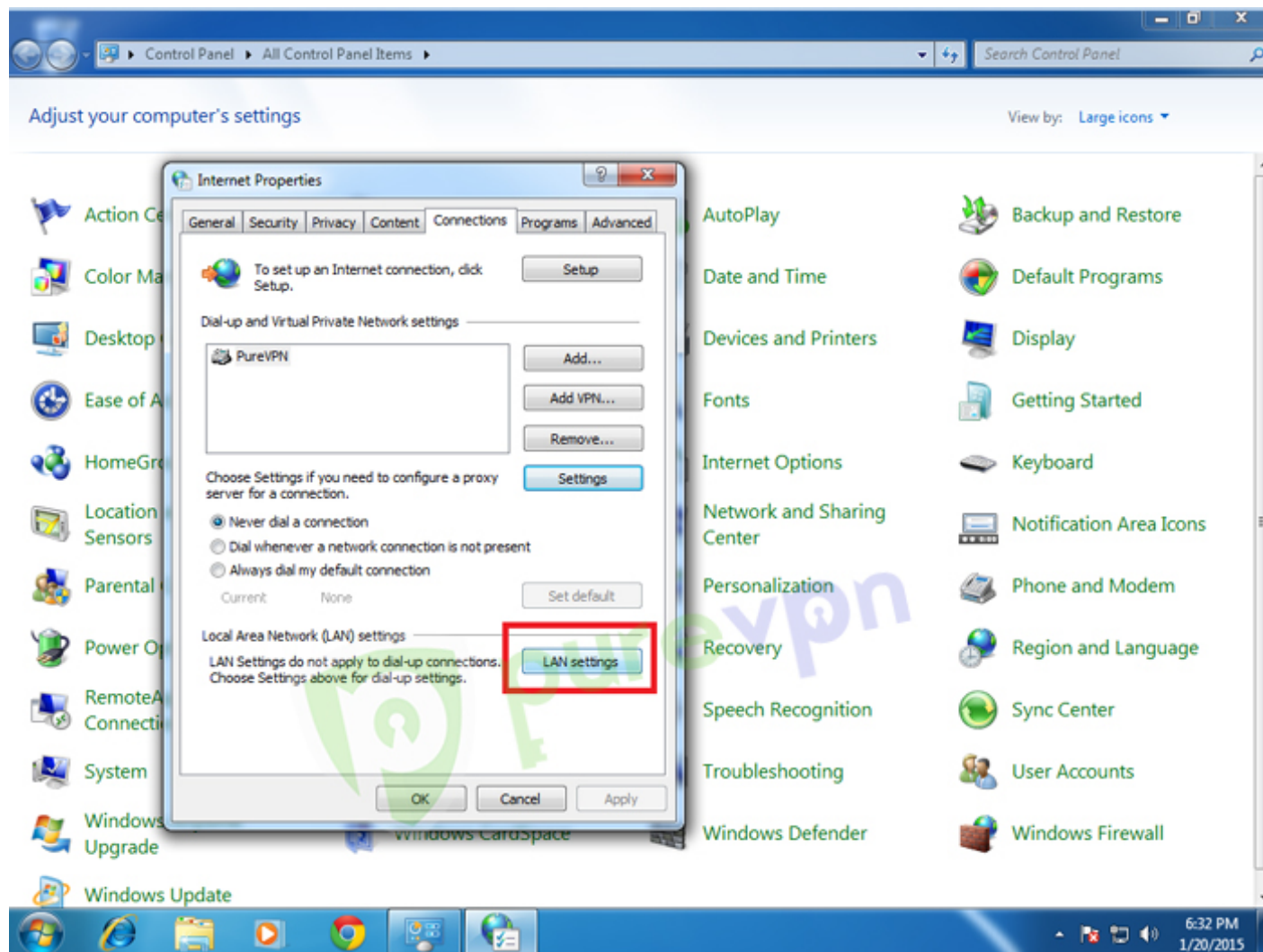
1 Click on **Start** and select **Control Panel**

2 From **Control Panel**, click on **Internet Options**.

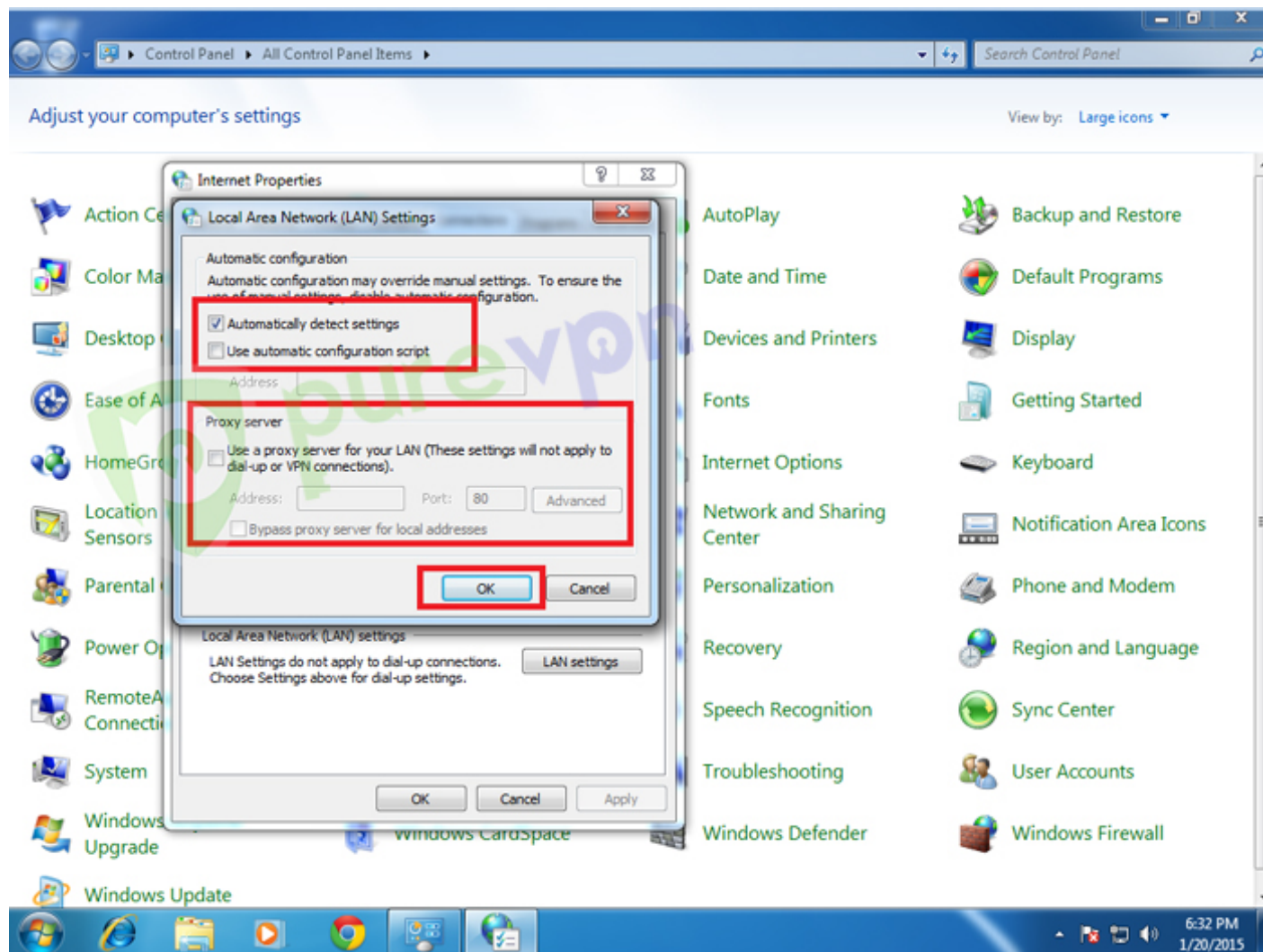
3 Select **PureVPN** and click on **Settings**

4 Select Automatically detect settings, uncheck **Use automatic configuration script** and uncheck **Proxy server** then hit **OK**

5 Click on LAN settings



6 Select Automatically detect settings, uncheck **Use automatic configuration script** and uncheck **Proxy server** then hit **OK** and **OK** again



Now connect VPN and everything should work fine now.

Please use the **comment box** for your suggestions & feedback. For additional help, please submit [support ticket](#) with errors and screen shots (if possible) or contact our 24/7 live chat.