

# Computer that has VPN software installed can't detect wireless network after upgrading to Windows 10

## Symptoms

You have a Windows 8.1-based computer that has virtual private network (VPN) software installed. When you upgrade this computer to Windows 10, it may no longer be able to detect a wireless connection.

This is true even when the wireless network adapter seems to function correctly. If you restart the computer or try to reinstall the wireless network adapter driver, this does not fix the problem.

This problem may also prevent wired Ethernet connections from functioning correctly. This affects connections that are made through either a built-in Ethernet adapter or a USB Ethernet adapter.

## Cause

This issue may occur if unsupported VPN software is installed in Windows 8.1 and is present during the upgrade to Windows 10. Older software versions contain a filter driver (the Deterministic Network Enhancer) that is not upgraded correctly.

## Resolution

**Important** Follow the steps in this section carefully. Serious problems might occur if you change the registry incorrectly. Before you change it, [back up the registry for restoration](#) in case problems occur.

To fix this issue, Microsoft has created a troubleshooter.

### Automatic fix

To fix this issue automatically, follow these steps:

1. Download the [Troubleshooter](#).

Note If the computer does not have an Internet connection, download the troubleshooter, save it to a removable disk, and then copy it to the computer.

2. When you are prompted, select **Open**.

Note If you are prompted with a security warning, select **Yes** to start the troubleshooter.

3. In the window that opens, follow the instructions to run the troubleshooter.

## Manual fix

To fix this issue manually, follow these steps:

1. Click **Start**, and then type command prompt.
2. Right-click **Command Prompt**, and then select **Run as administrator**,
3. Run the following commands:

```
reg delete HKCR\CLSID\{988248f3-a1ad-49bf-9170-676cbbc36ba3} /f
```

```
netcfg -v -u dni_dne
```

Note If the resolution in this article did not fix your issue, or if you received error message when performing the steps, contact [Microsoft Support](#).

## More information

This issue has been reported when older versions of the Cisco VPN client and the SonicWall Global VPN client are used. Customers should contact their VPN vendor to upgrade to software that's supported by Windows 10.

### Third-party information disclaimer

[Third-party information disclaimer](#)

Properties

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Applies to

Windows 10, Surface Pro 3, Surface Pro 2, Surface Pro, Surface 3