

## How to Resolve an Incorrect Proxy Detection

<https://campus.barracuda.com/doc/98217153/>

Before or after installation, the Onsite Manager or Device Manager may detect and attempt to connect through a Proxy server which no longer exists on the network, regardless of the settings in MWProxyConfigurationTool.

The TraceExpertSystem.txt log or LpiSetups.log may show errors similar to the following or other errors indicating failures connecting to a proxy:

```
INFO LPI.ExpertSystem.ActionManagers.SCLogManager - Could not post om scanning status to SC - System.Net.WebException: Unable to connect to the remote server ---> System.Net.Sockets.SocketException: A connection attempt failed because the connected party did not properly respond after a period of time, or established connection failed because connected host has failed to respond 10.10.50.12:8080
```

### Installation of an Onsite Manager or Device Manager showing unable to connect to SCMessaging

- First, see if you can browse to the SCMessaging URL from the device for the OM or DM
- It is possible that the Proxy Settings on the device need to be fixed

The steps below will help you copy proxy settings in Internet Explorer from your current user to the LocalSystem context

- Backup and delete the following Registry key  
**HKEY\_USERS\S-1-5-18\Software\Microsoft\Windows\CurrentVersion\Internet Settings**
- Export the following registry key  
**HKEY\_CURRENT\_USER\Software\Microsoft\Windows\CurrentVersion\Internet Settings**
- Edit the exported registry key using Notepad
- Replace all instances of **HKEY\_CURRENT\_USER** with **HKEY\_USERS\S-1-5-18**
- Re-import the modified registry key
- Reboot the device and test

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