

Knowledge Base

Internet Explorer 6.0 Service Pack 1 cannot use the Automatic Detect Settings feature in a Windows XP-based computer to find a WPAD server

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The information in this article applies to:

- Microsoft Internet Explorer 6.0 SP1, when used with:
 - Microsoft Windows XP Professional
 - Microsoft Windows XP Home Edition
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SYMPTOMS

When a Microsoft Windows XP-based computer that is running Microsoft Internet Explorer 6.0 Service Pack 1 uses the **Automatic Detect Settings** feature to find an automatic proxy configuration script, the Web Proxy Auto-Discovery (WPAD) protocol server cannot be found.

CAUSE

This problem may occur if all the following conditions are true:

- The Windows XP-based computer has more than one network connection configured in **Network Connections**.
- The Windows XP-based computer uses connection-specific Domain Name System (DNS) suffixes for each network connection.
- The Windows XP-based computer uses Dynamic Host Configuration Protocol (DHCP) to obtain IP addresses.
- The Windows XP-based computer has a primary DNS suffix configured in the **Properties** settings of **My Computer**.
- The DNS domain name of the WPAD server is different from the primary DNS domain name of the Windows XP-based computer.

This problem will occur if all the conditions are true because the WPAD auto-discovery mechanism will only use the primary DNS suffix to try to find a WPAD server and the Wpad.dat file. The WPAD auto-discovery mechanism will not use the connection-specific DNS suffix to try to find the WPAD server.

RESOLUTION

Hotfix information

A supported hotfix is now available from Microsoft, but it is only intended to correct the problem that is described in this article. Only apply it to systems that are experiencing this specific problem. This hotfix may receive additional testing. Therefore, if you are not severely affected by this problem, Microsoft recommends that you wait for the next Windows XP service pack that contains this hotfix.

To resolve this problem immediately, contact Microsoft Product Support Services to obtain the hotfix. For a complete list of Microsoft Product Support Services phone numbers and information about support costs, visit the following Microsoft Web site:

[http://support.microsoft.com/default.aspx?scid=fh:\[LN\]:CNTACTMS](http://support.microsoft.com/default.aspx?scid=fh:[LN]:CNTACTMS)

Note In special cases, charges that are ordinarily incurred for support calls may be canceled if a Microsoft Support Professional determines that a specific update will resolve your problem. The usual support costs will apply to additional support questions and issues that do not qualify for the specific update in question.

Prerequisites

Microsoft Internet Explorer 6.0 Service Pack 1

File information

The English version of this hotfix has the file attributes (or later) that are listed in the following table. The dates and times for these files are listed in coordinated universal time (UTC). When you view the file information, it is converted to local time. To find the difference between UTC and local time, use the **Time Zone** tab in the Date and Time tool in Control Panel.

Date	Time	Version	Size	File name
15-Apr-2004	18:59	6.0.2800.1421	589,824	Wininet.dll

STATUS

Microsoft has confirmed that this is a problem in the Microsoft products that are listed in the "Applies to" section.

MORE INFORMATION

For more information about the WPAD protocol, visit the "WinHTTP AutoProxy Support" Web page on the MSDN Web site: http://msdn.microsoft.com/library/default.asp?url=/library/en-us/winhttp/http/winhttp_autoproxy_support.asp

For additional information, click the following article number to view the article in the Microsoft Knowledge Base:

[824684](#) Description of the standard terminology that is used to describe Microsoft software updates

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