

# Fix Wi-Fi No Internet Access error

Even though you're connected to Wi-Fi, you get 'No internet, secure' or 'Wi-Fi connected but no internet' message?

This is a fairly common problem and you need to know how to fix it in order to continue using the internet.

## Reasons for not being able to access the Internet

There are various reasons why your device can connect to the Wi-Fi modem but not have access to the Internet. First, try to check to see if all devices connected to Wi-Fi are failing, or just one of the computers you are using.

If multiple devices on the same network experience this problem, it could be caused by:

1. Problems with modem/router
2. Misconfigured access point
3. ISP error

If you're only experiencing network failure with one device, the reason could be:

1. TCP/IP is broken
2. Misconfigured DNS server
3. Misconfigured IP address or gateway
4. The network driver is faulty or too old
5. IEEE standards do not match
6. Anti-virus software not working properly

Now let's find out some fixes for both cases.

## Fix Wi-Fi 'No Internet Access' error on Windows 10 computers

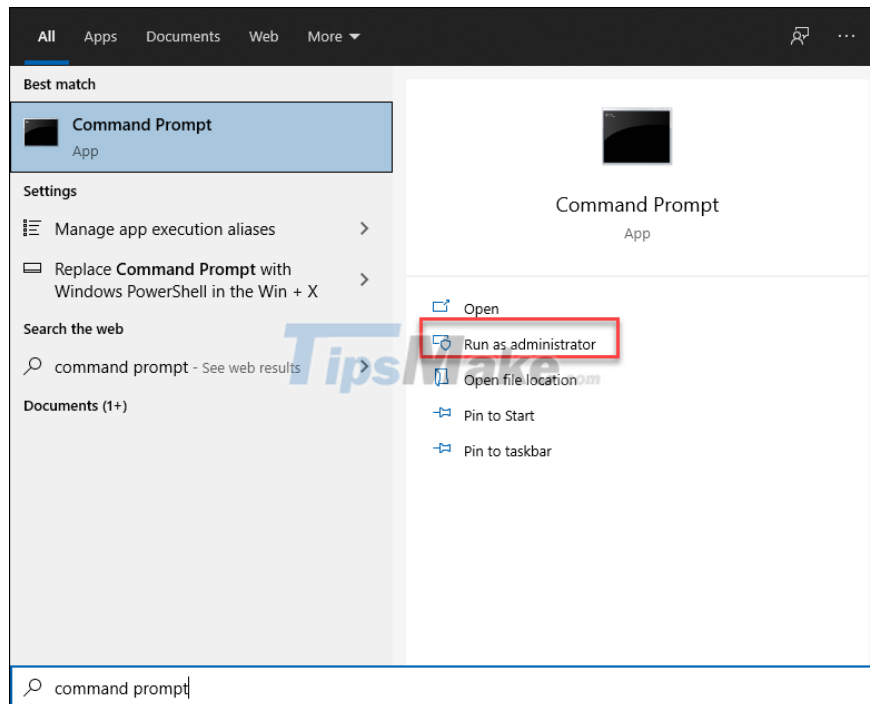
If only your Windows 10 computer has this error, then you can apply some of the following ways to fix it.

### Reset TCP/IP protocol

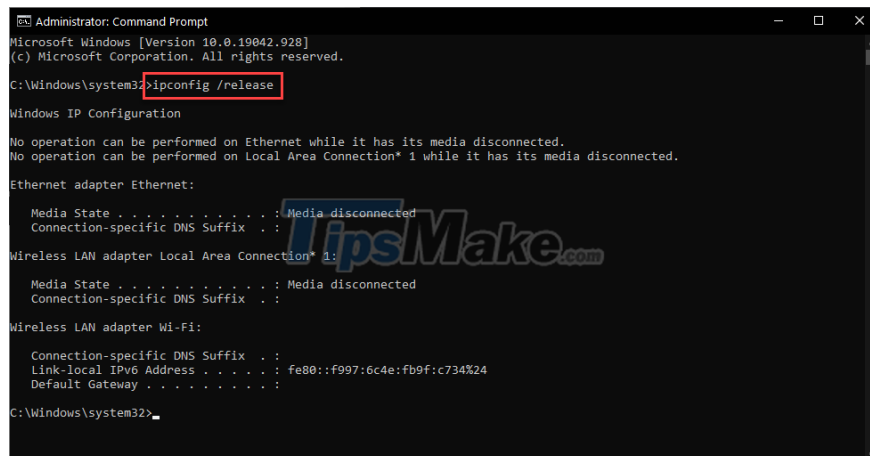
The TCP/IP protocol is responsible for carrying packets from the source to its destination. The data in the transmissions will be stored in the cache on the computer. Over time, this data can become corrupted, resulting in inability to connect to the Internet.

In this case, you need to reset the TCP/IP protocol.

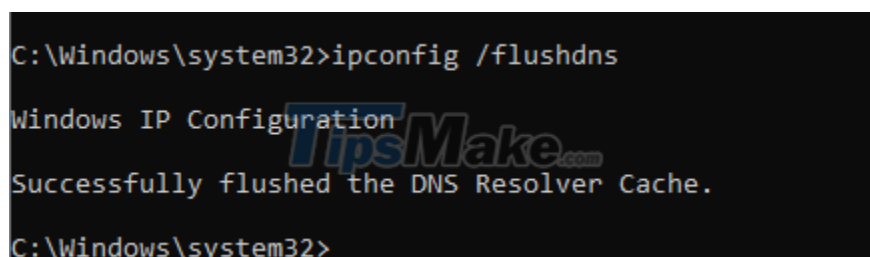
Step 1: Find Command Prompt in the Windows search box and open this application as administrator (Run as administrator).



Step 2: Enter the command ipconfig /release to delete the current IP settings.



Step 3: Enter ipconfig /flushdns to clear DNS cache.



Step 4: Enter netsh winsock reset to reset Windows Sockets API caching.

```
C:\Windows\system32>netsh winsock reset
Sucessfully reset the Winsock Catalog.
You must restart the computer in order to complete the reset.
```

Step 5: Enter netsh int ip reset to reset TCP/IP. You do not need to restart the machine here.

```
Administrator: Command Prompt
C:\Windows\system32>netsh winsock reset
Sucessfully reset the Winsock Catalog.
You must restart the computer in order to complete the reset.

C:\Windows\system32>netsh int ip reset
Resetting Compartment Forwarding, OK!
Resetting Compartment, OK!
Resetting Control Protocol, OK!
Resetting Echo Sequence Request, OK!
Resetting Global, OK!
Resetting Interface, OK!
Resetting Anycast Address, OK!
Resetting Multicast Address, OK!
Resetting Unicast Address, OK!
Resetting Neighbor, OK!
```

Step 6: The final code is ipconfig /renew to request a new IP setting from the server.

```
C:\Windows\system32>ipconfig /renew
Windows IP Configuration

No operation can be performed on Local Area Connection* 1 while it has its media disconnected.
No operation can be performed on Local Area Connection* 2 while it has its media disconnected.

Wireless LAN adapter Local Area Connection* 1:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix . . . . . :

Wireless LAN adapter Local Area Connection* 2:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix . . . . . :

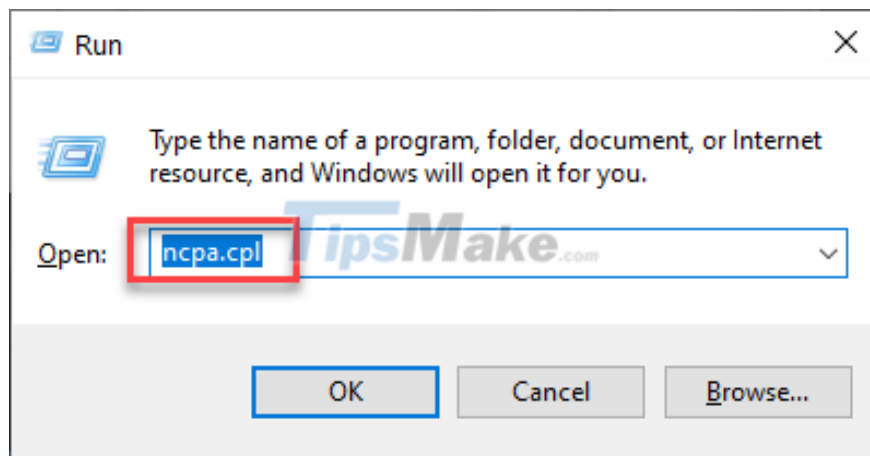
Ethernet adapter Ethernet:
```

Step 7: Finally, restart your computer for all changes to be applied.

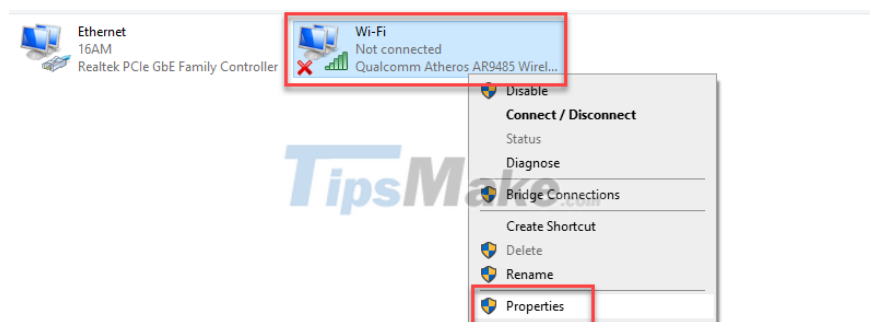
## Static DNS settings

A misconfigured domain name server (DNS) can also prevent your device from accessing the internet. If you are still facing the same problem after resetting TCP/IP, you should try setting static DNS on your machine.

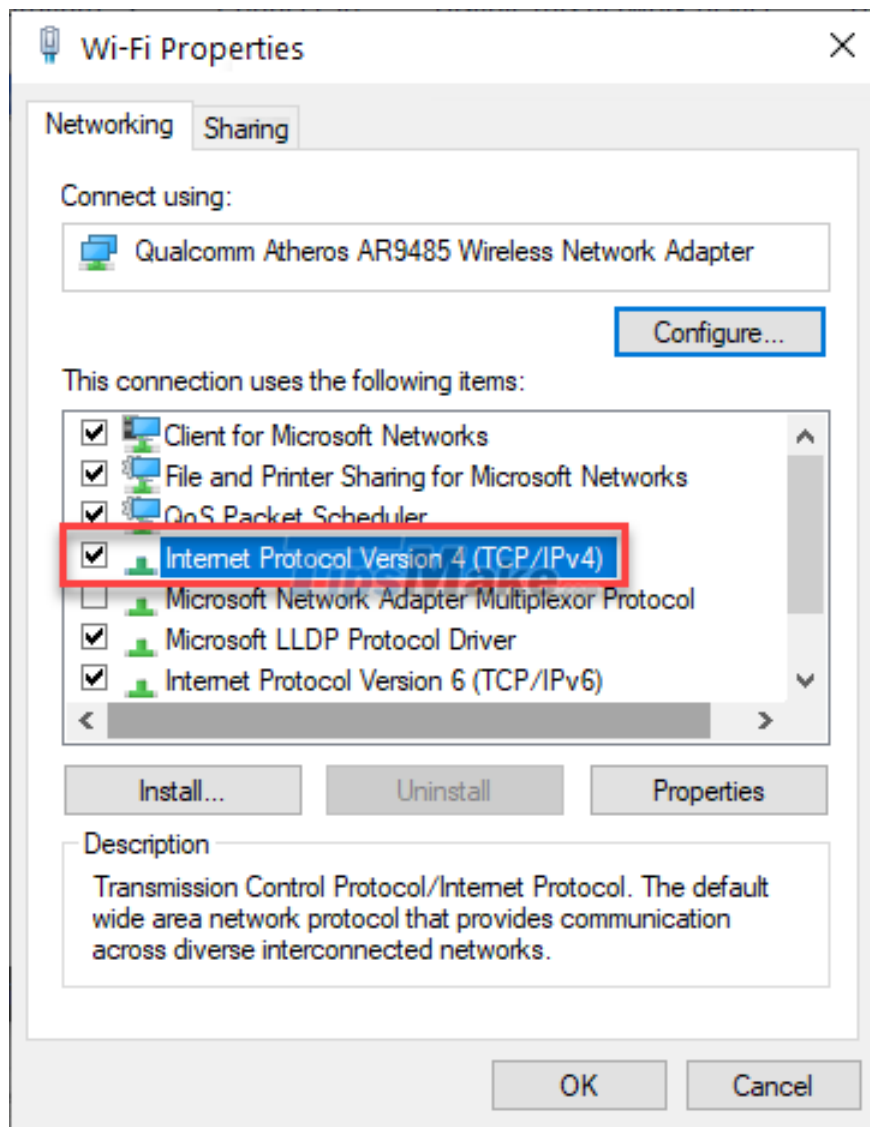
Step 1: Press Windows + R to open the Run dialog box, then type ncpa.cpl and Enter.



Step 2: Right-click on the Wi-Fi settings and select Properties.

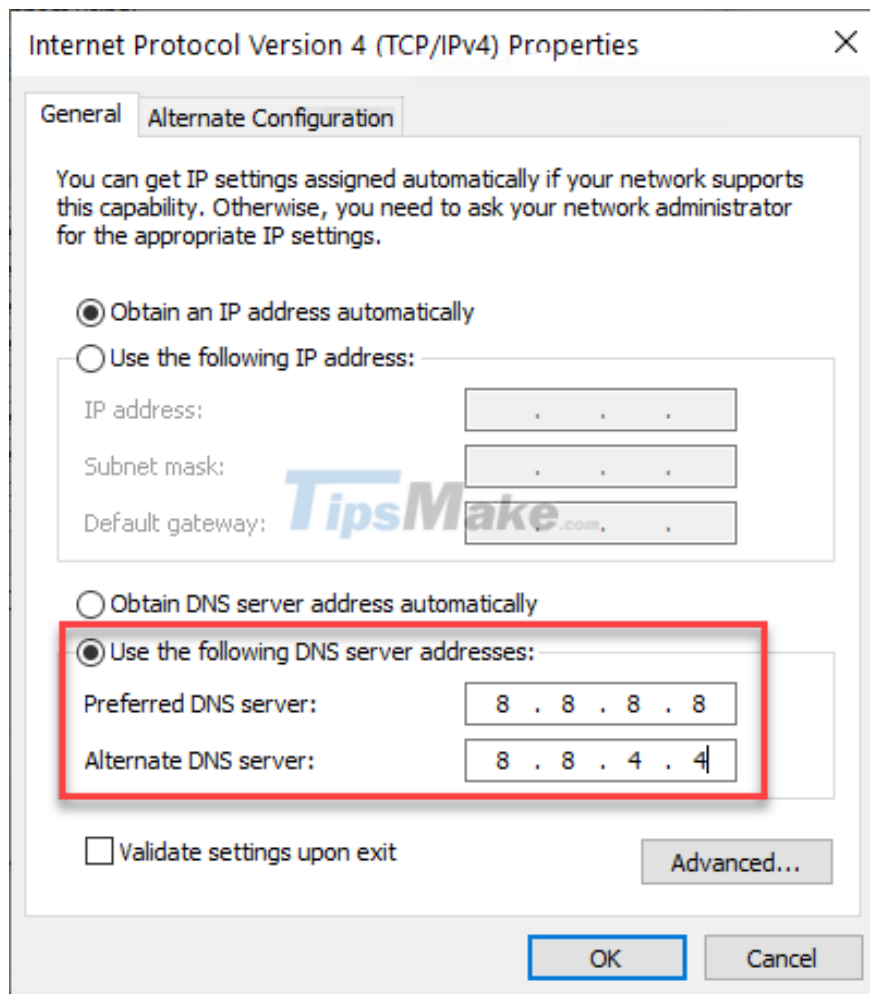


Step 3: Double-click Internet Protocol Version 4 (TCP/IPv4).



Step 4: You check the box Use the following DNS server addresses, then fill in the following in turn.

1. Preferred DNS server: 8.8.8.8
2. Alternate DNS server: 8.8.4.4

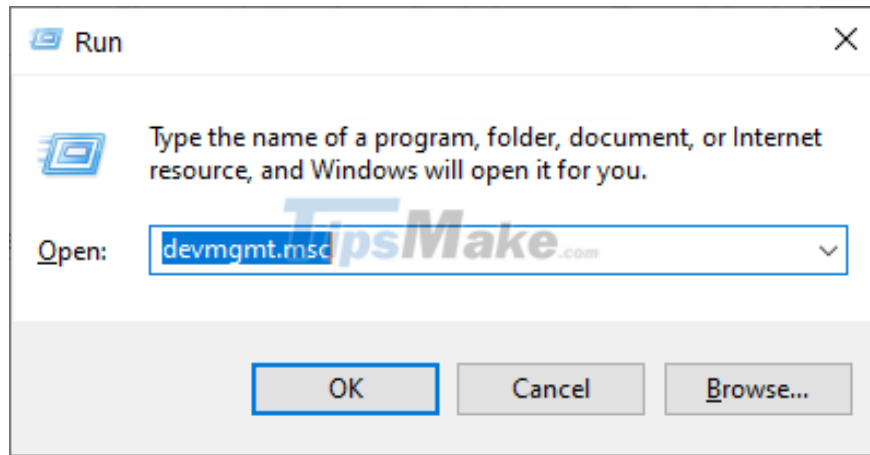


Step 5: Click OK to save and close. The DNS addresses just used belong to Google, which is the fastest server today.

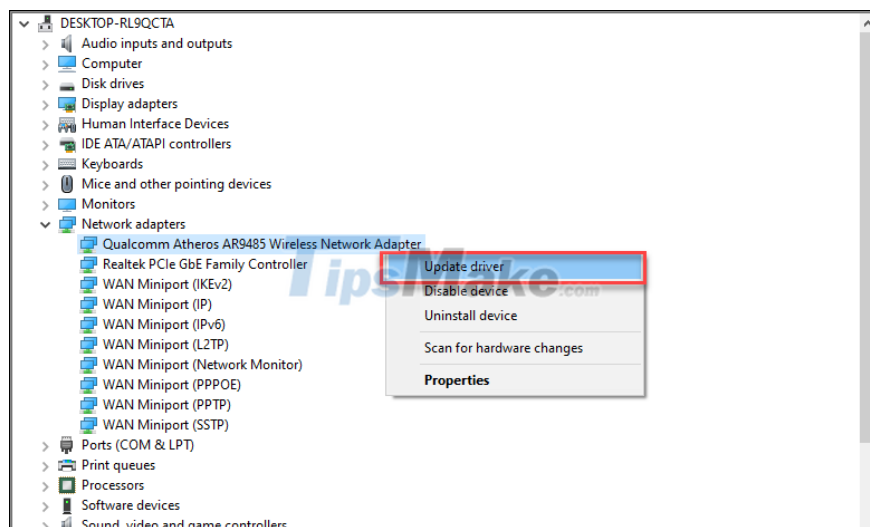
## Update Wi-Fi Driver

Outdated network drivers can also cause the device to behave abnormally and not be able to connect to the Internet. You should regularly update your drivers.

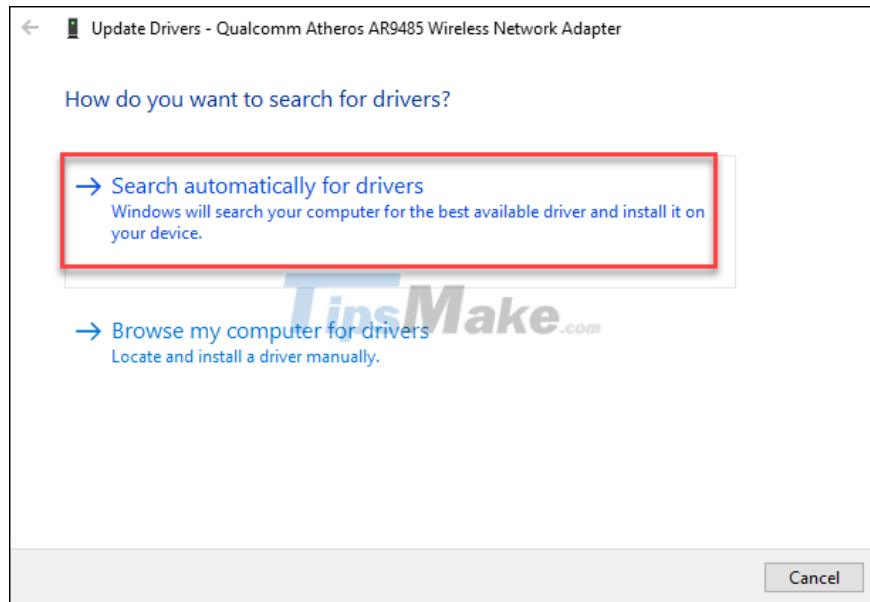
To update the driver for the Wi-Fi adapter, open Device Manager: Type devmgmt.msc in the Run dialog box.



Next, open the Network adapters section, find the Wi-Fi connection device attached to the computer. This device usually has the name 'Wireless Network' attached to it. Right click on it and select Update driver.



Select Search automatically for drivers so that the system automatically searches and installs drivers.

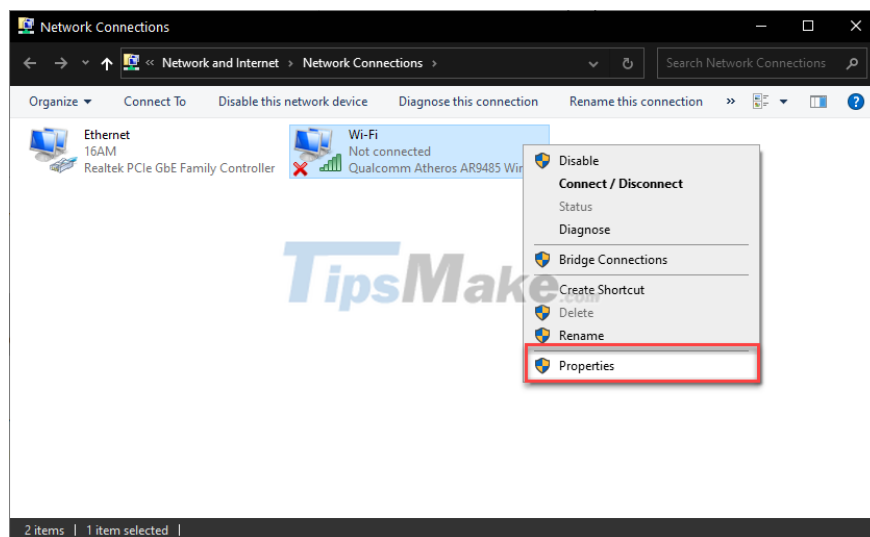


## Disable IPv6

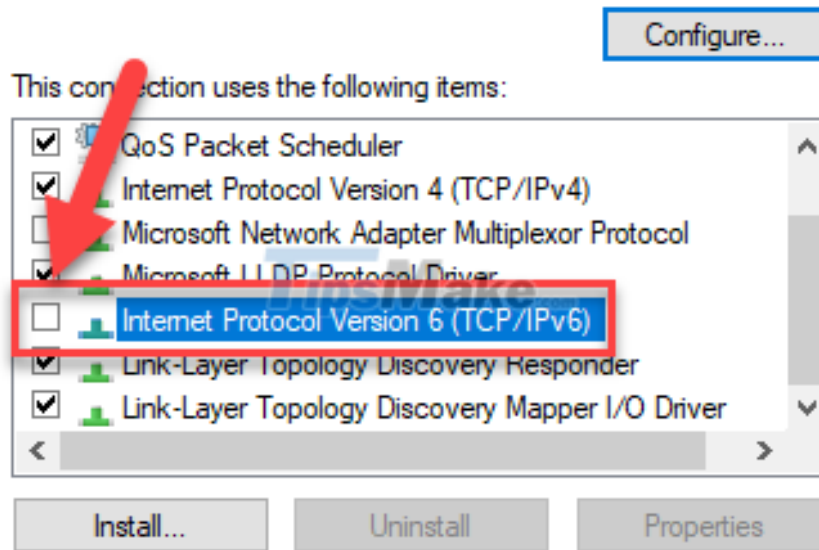
Like IPv4, IPv6 is another Internet Protocol standard that most connected devices today support. Both of these protocols are enabled by default, which sometimes causes unexplained problems. Since most devices today support both versions 4 and 6, you should disable version 6 and only work with IPv4.

Step 1: Press Windows + R to open the Run dialog box, then type `ncpa.cpl`.

Step 2: Right-click your Wi-Fi network settings and select Properties.



Step 3: Uncheck the box Internet Protocol Version 6 (TCP/Ipv6) then OK.



## Error coming from router

In case all devices cannot access the network after connecting to Wi-Fi, then the error has come from your network router.

### Restart the Router

Router is actually an electrical device, need to rest and cool down in a short time. Try turning off for about 30 seconds and then restarting the router, the access point.

When it reboots, wait 3-5 minutes then start connecting again and check if the network is up or not.

### Contact your Internet service provider

If you still cannot connect to the Internet despite trying many ways, you should contact your Internet service provider. Ask them for guidance and answers to problems.

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