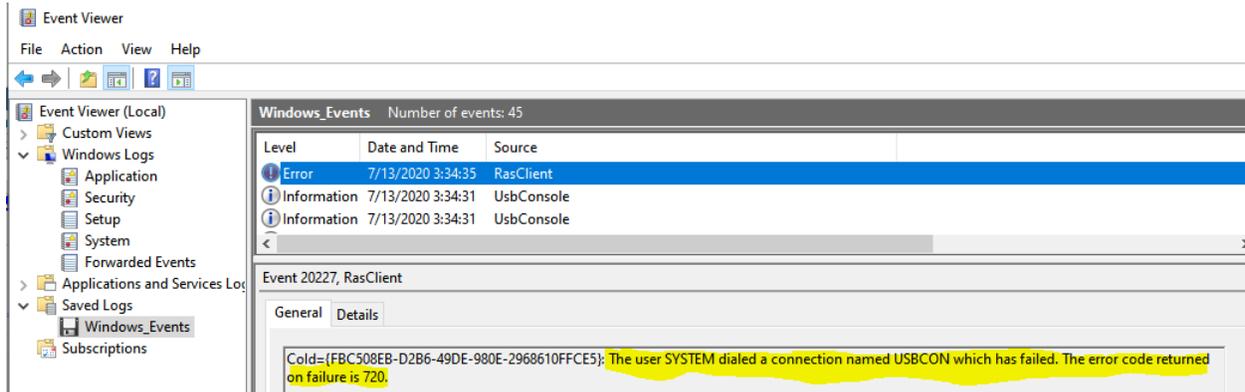


## Problem: RasDial cannot establish a modem connection to M340



## Error Message: Error 720: No PPP Control Protocols Configured

Applies to: Windows

### Symptoms

When you try to connect to the Internet with a dial-up connection, you may receive one of the following error messages:

- Error 720: No PPP Control Protocols Configured
- Error 720: Dial-Up networking could not negotiate a compatible set of network protocols you specified in Server Type settings. Check your network configuration in network control panel and try the connection again

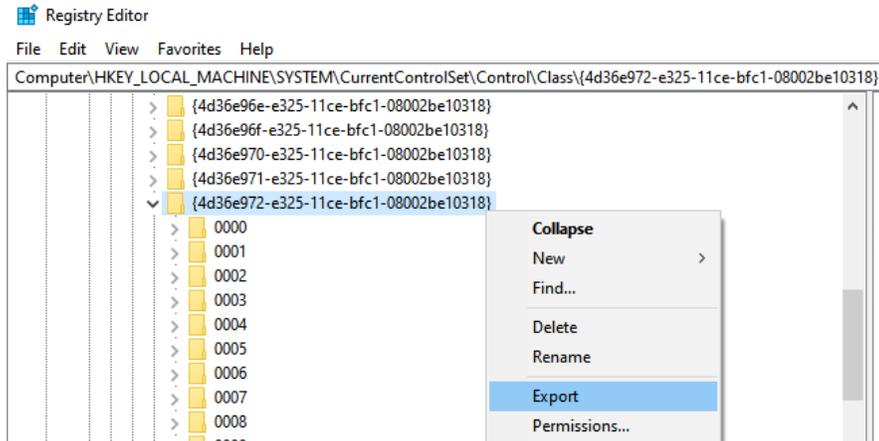
### Cause

This can occur if TCP/IP is damaged or is not bound to your dial-up adapter.

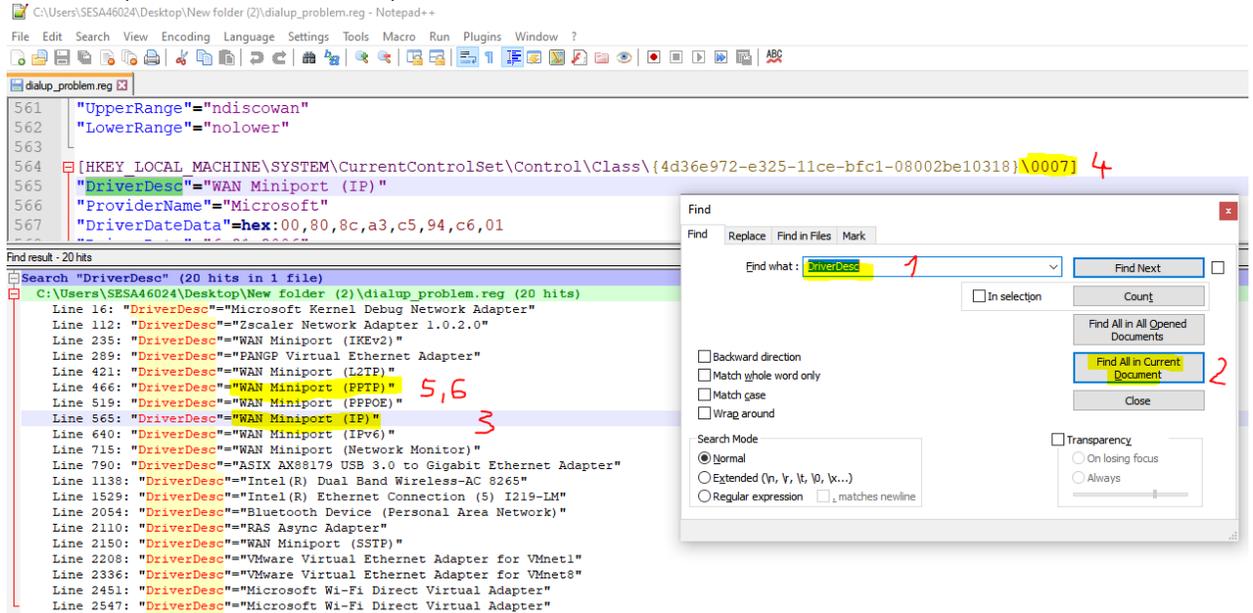
Solution: Uninstall and reinstall "WAN Miniport (IP)" and "WAN Miniport (PPTP)" network adapters, as following:

- 1) Launch Registry Editor and navigate to registry key  
HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Class\{4D36E972-E325-11CE-BFC1-08002BE10318}

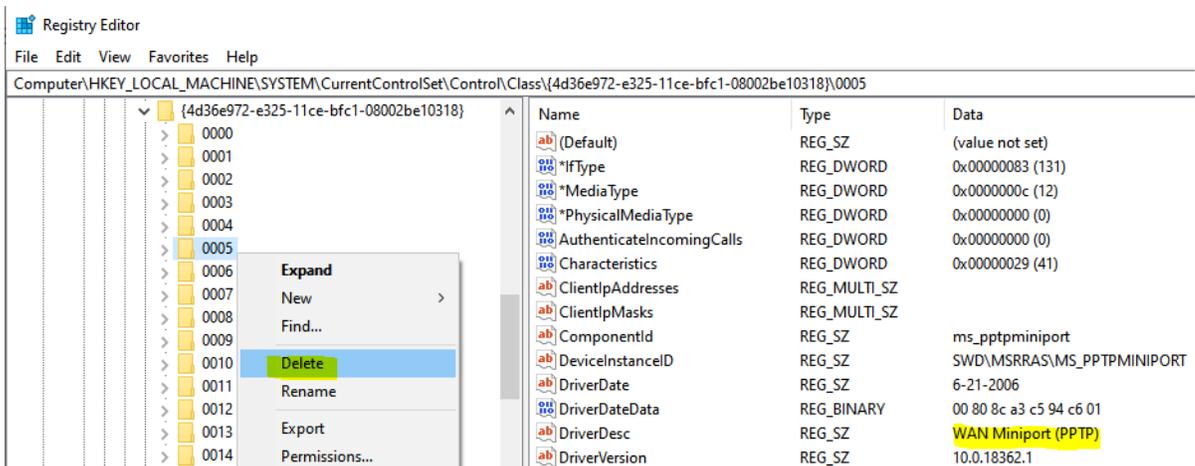
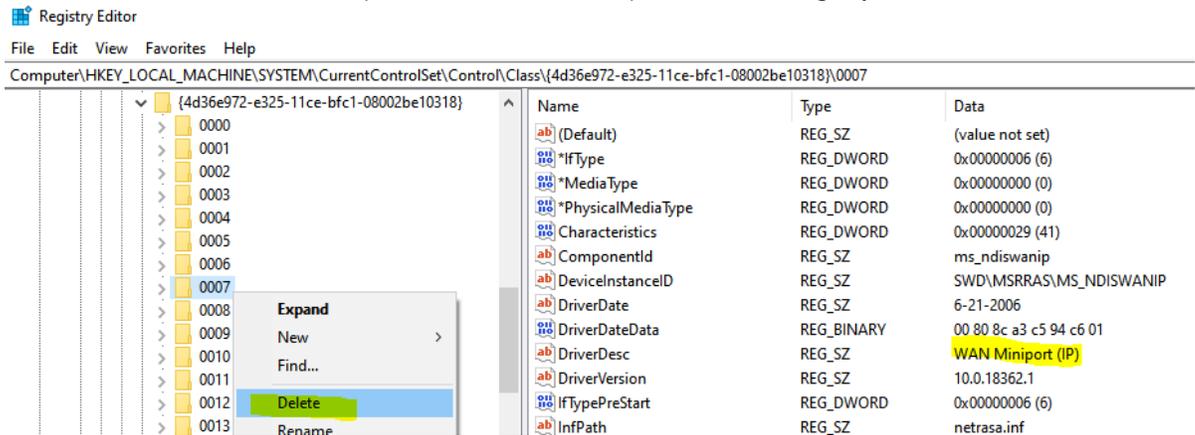
- 2) Export this key to a file



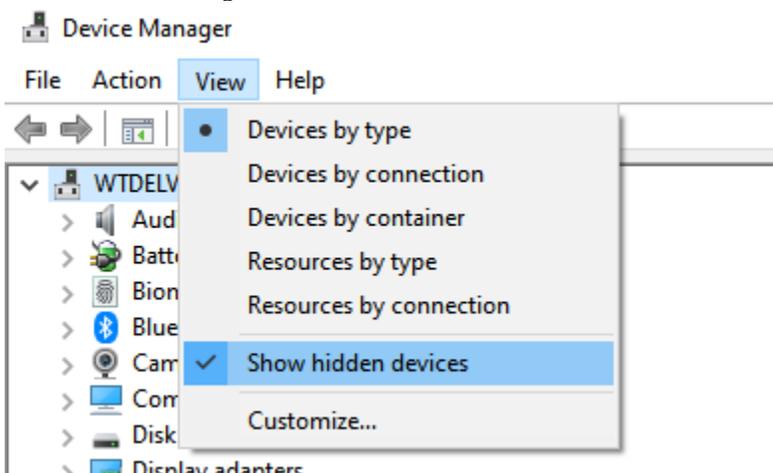
- 3) Edit this file and search for all occurrences of "DriverDesc" to find all registry subnodes, associated to "WAN Miniport (IP)" and "WAN Miniport (PPTP)".



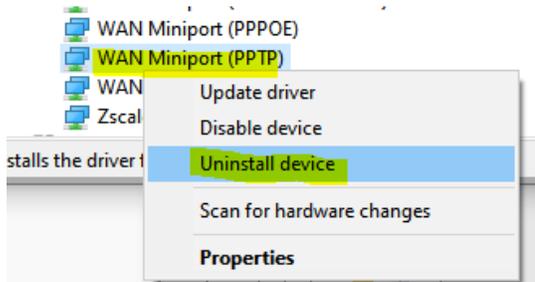
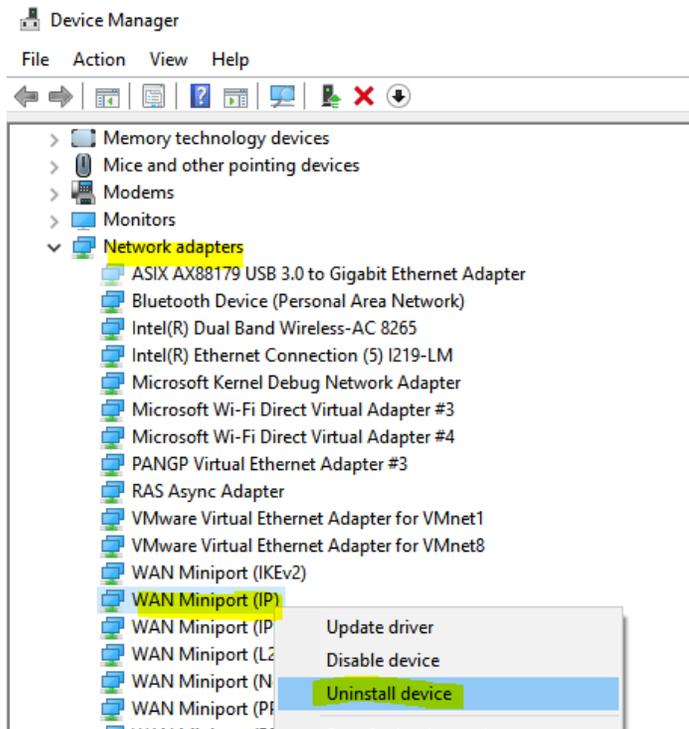
- 4) Delete all subnodes of "WAN Miniport (IP)" and "WAN Miniport (PPTP)" in registry



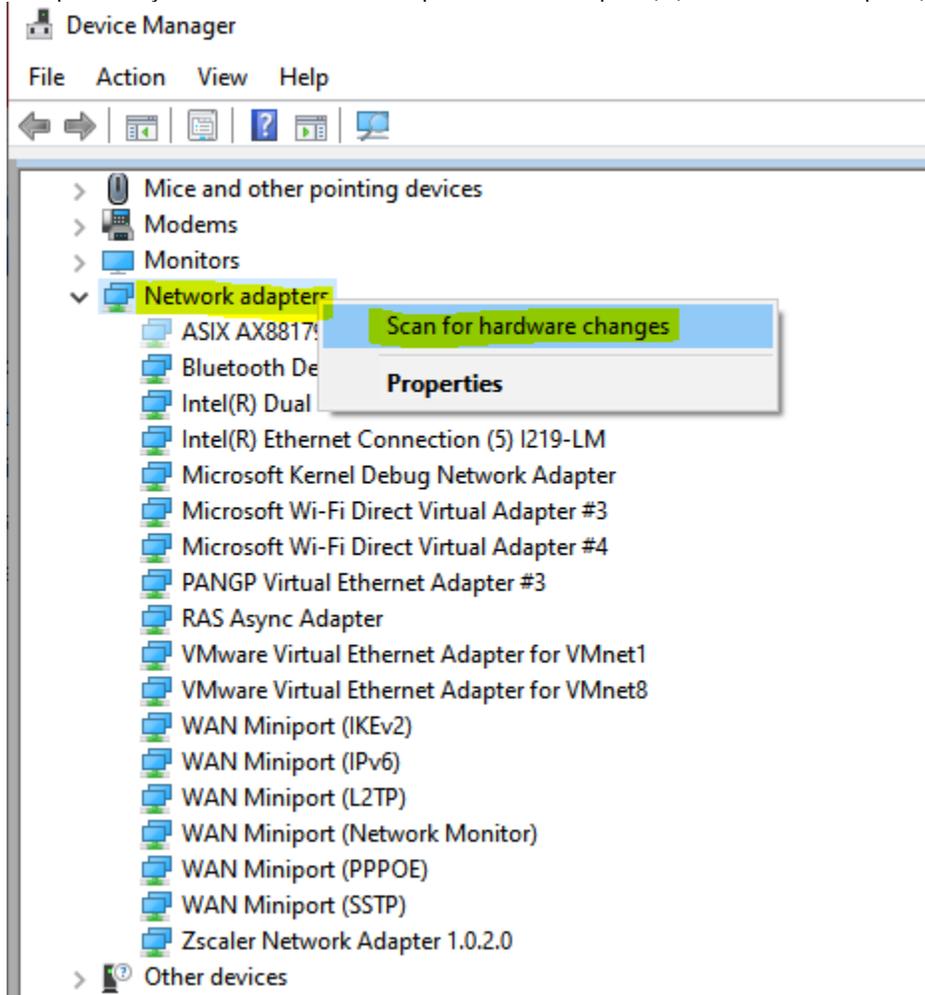
- 5) Quit Registry Editor
- 6) Launch Device Manager and view hidden devices



7) Under "Network adapters" uninstall "WAN Miniport (IP)" and "WAN Miniport (PPTP)"



- 8) Add previously uninstalled network adapters "WAN Miniport (IP)" and "WAN Miniport (PPTP)" by scanning



- 9) Reboot

- 10) Launch an elevated CMD-window and enter the command "**netsh int ip reset**"

```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.18362.900]
(c) 2019 Microsoft Corporation. All rights reserved.

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!
```

- 11) Reboot and try to connect to M340