

Method 1

- Before you upgrade, manually back up the contents of the Provider list at `HKLM\SYSTEM\CurrentControlSet\Control\NetworkProvider` and the respective third-party provider settings (under `HKLM\System\CurrentControlSet\Services\`).
- Run the upgrade.
- After the upgrade is completed, restore the registry settings that were backed up in step 1.

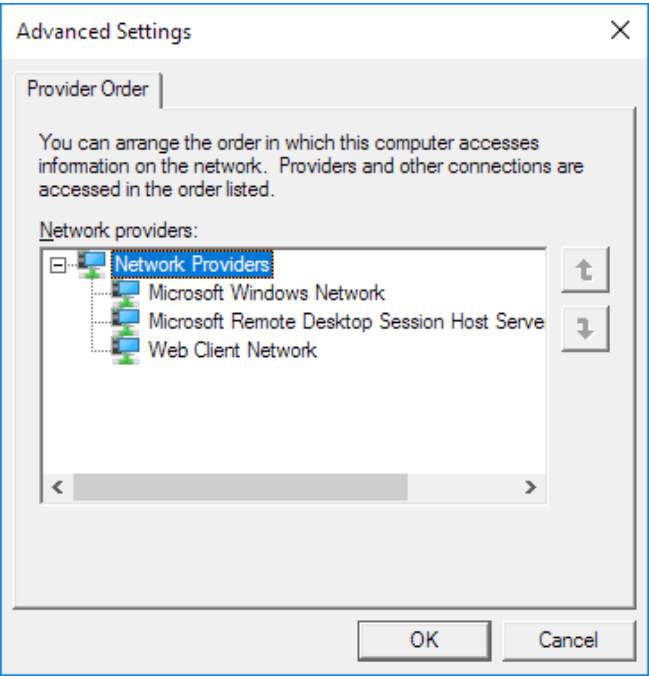
Method 2

If you are experiencing issues that affect the third-party network provider settings after you upgrade, manually restore the registry keys that were deleted by the installer.

More information

To verify the network providers list, follow these steps:

- Open the **Run** box. To do this, press the Windows logo key (**⊞**) + R.
- Type `ncpa.cpl`, and then press Enter.
- Press the Alt key to open the menu bar.
- Select **Advanced**, and then click **Advanced Settings**.



This third-party network providers list is stored in the following registry location:

`HKLM\SYSTEM\CurrentControlSet\Control\NetworkProvider\Order\ProviderOrder`

Default value: RDPNP,LanmanWorkstation,webclient

`HKLM\System\CurrentControlSet\Control\NetworkProvider\HwOrder\ProviderOrder`

Default value: RDPNP,LanmanWorkstation,webclient

ⓘ Note

Each string value has its own settings under `HKLM\System\CurrentControlSet\Services`. For example, the following are the default network providers:

- `HKLM\System\CurrentControlSet\Services\RDPNP\NetworkProvider`
- `HKLM\System\CurrentControlSet\Services\LanmanWorkstation\NetworkProvider`
- `HKLM\System\CurrentControlSet\Services\WebClient\NetworkProvider`

The provider name is removed from the list, and all added registry key are removed.

Data collection

If you need assistance from Microsoft support, we recommend you collect the information by following the steps mentioned in [Gather information by using TSS for deployment-related issues](#).

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