

## Knowledge Base Article

**Product Group:** MARLIN I-Pro

**Product:** CMDM 6600 - Microlog Inspector

**Version:** N/A

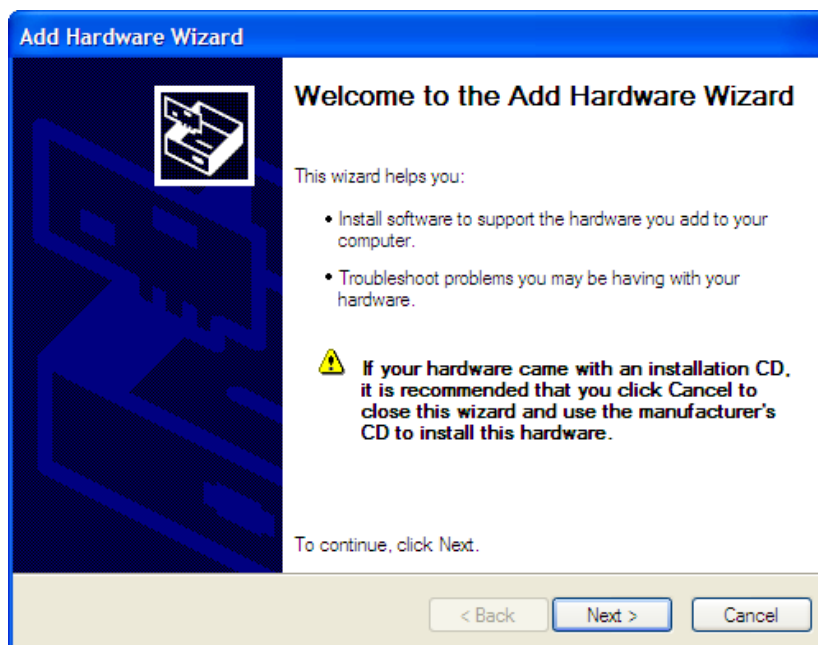
### Abstract

The Microsoft Loopback Adapter is a testing tool for a virtual network environment where network access is not available. The instructions outlined in this article should be followed when the host system running the Microlog Service does not have a network card or network connection, and upon synchronization, the Microlog Inspector unit displays the error, "Server validated but no connection."

### Overview

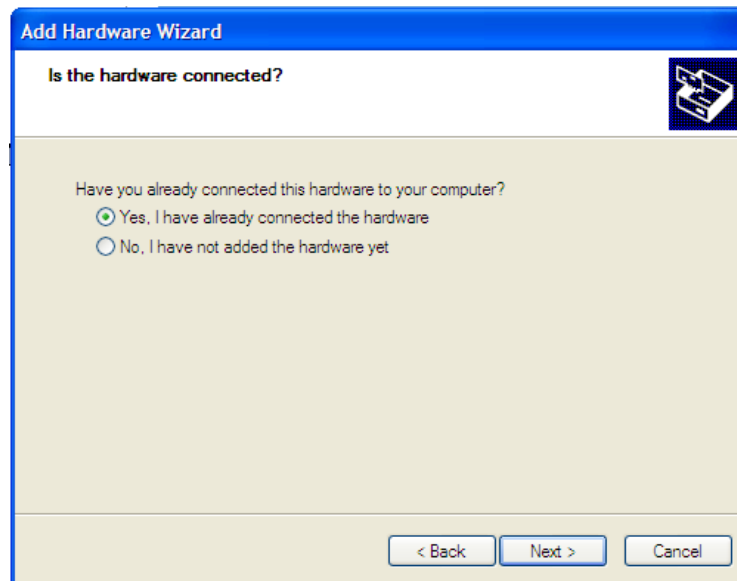
To manually install the Microsoft Loopback Adapter on a Windows XP computer, follow the instructions below.

1. Go to **Start > Control Panel**.
2. Double-click **Add Hardware**, and then click **Next**. [Figure 1]



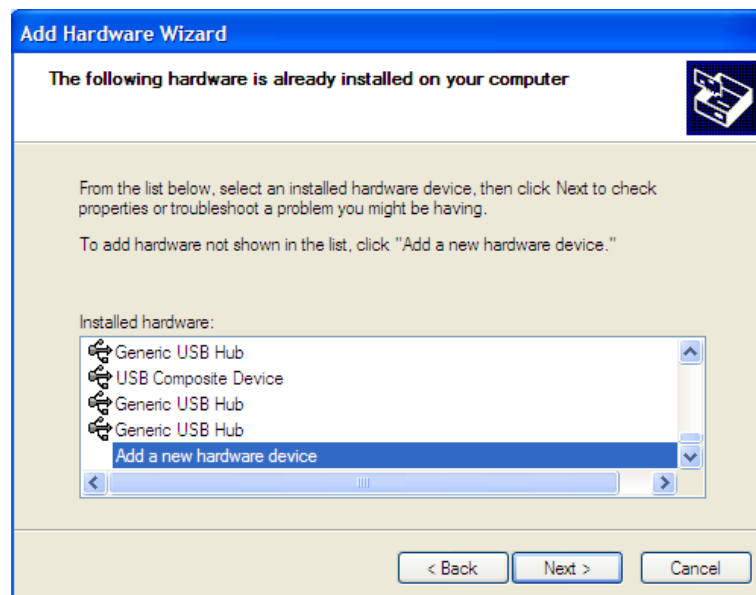
**Figure 1.** Add Hardware Wizard

3. Click **Yes, I have already connected the hardware**, and then click **Next**. [Figure 2]



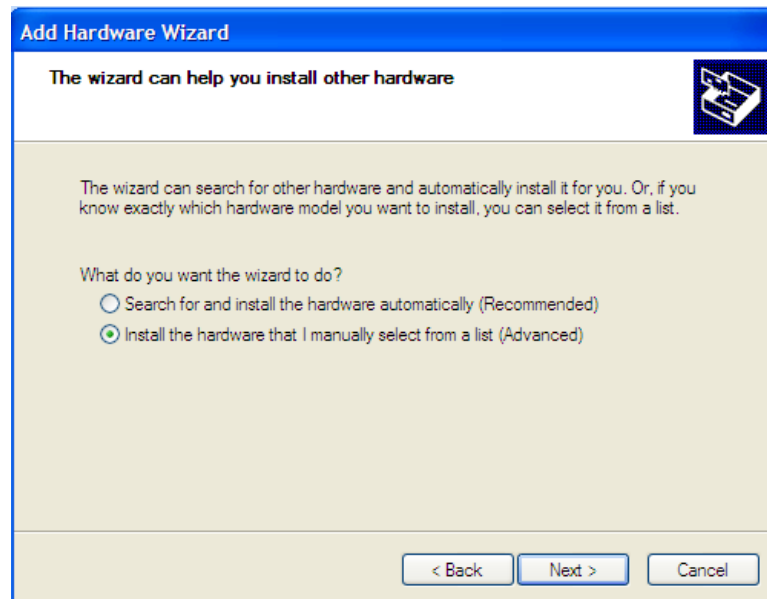
**Figure 2.** Yes, I already connected the hardware

4. At the bottom of the list, click **Add a new hardware device**, and then click **Next**. [Figure 3]



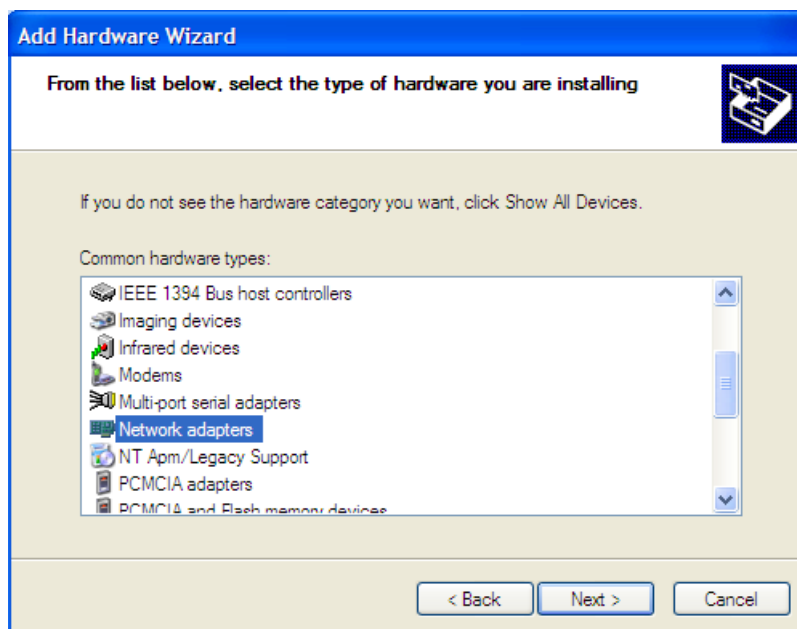
**Figure 3.** Add a new hardware device

- Click **Install the hardware that I manually select from a list**, and then click **Next**. [Figure 4]



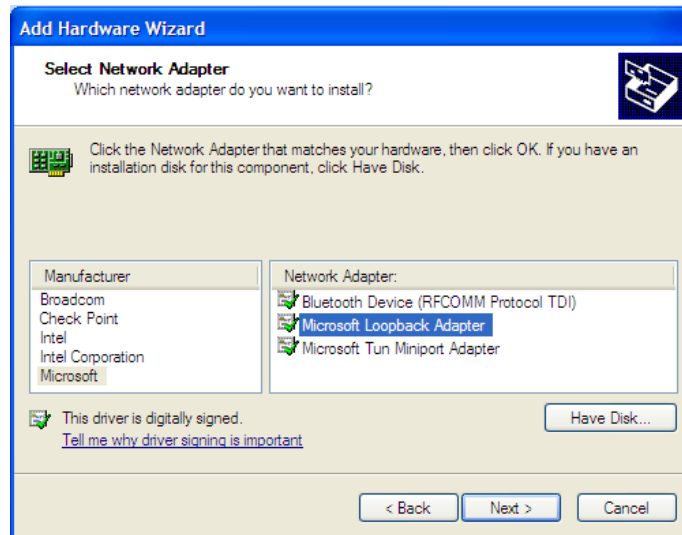
**Figure 4.** Install the hardware...(Advanced)

- Click **Network adapters**, and then click **Next**. [Figure 5]



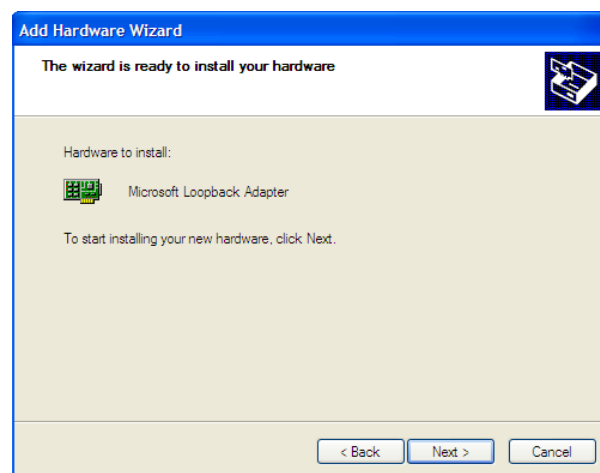
**Figure 5.** Network adapters

7. In the **Manufacturer** box, click **Microsoft**.
8. In the **Network Adapter** box, click **Microsoft Loopback Adapter**, and then click **Next**. [Figure 6]



**Figure 6.** Select Network Adapter

9. Review the installation details, and then click **Next** to install the hardware. [Figure 7]

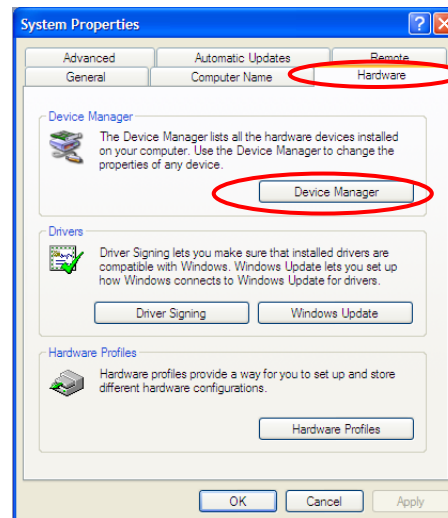


**Figure 7.** Hardware to install

10. Click **Finish**.
11. Reboot the computer.

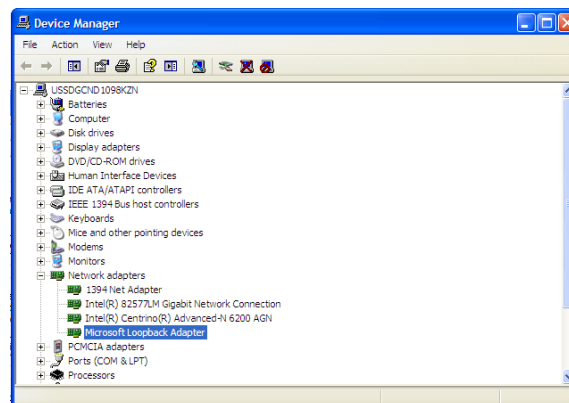
View the Device Manager to confirm the loopback adapter was successfully installed.

1. Go to **Start > Control Panel**.
2. Double-click on **System**.
3. Select the **Hardware** tab, and then click **Device Manager**.  
[Figure 8]



**Figure 8.** System Properties

4. Expand the **Network adapters** hierarchy by clicking the [+]. The Loopback adapter will be displayed. [Figure 9]



**Figure 9.** Network adapters installed