

## **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]

| Add Hardware Wizard  |              |
|--|--------------|
| Is the hardware connected?   | $\mathbf{R}$ |
| Have you already connected this hardware to your computer? <ul> <li>Yes, I have already connected the hardware</li> <li>No, I have not added the hardware yet</li> </ul> |              |
| < Back Next > Cancel   |              |



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]

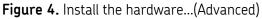


Figure 3. Add a new hardware device



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

| Add Hardware Wizard  |
|--|
| The wizard can help you install other hardware   |
| The wizard can search for other hardware and automatically install it for you. Or, if you<br>know exactly which hardware model you want to install, you can select it from a list.                 |
| What do you want the wizard to do? <ul> <li>Search for and install the hardware automatically (Recommended)</li> <li>Install the hardware that I manually select from a list (Advanced)</li> </ul> |
| < Back Next > Cancel   |



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

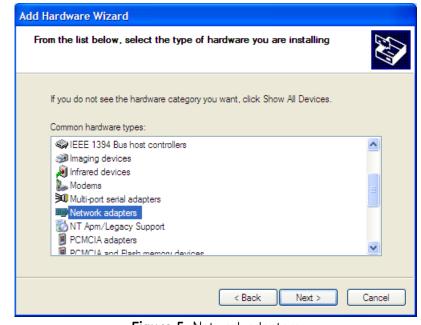


Figure 5. Network adapters



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

| Add Hardware Wizard  |  |
|--|--|
| Select Network Adapter<br>Which network adapter do y                 | ou want to install?  |
|  | r that matches your hardware, then click OK. If you have an mponent, click Have Disk.                  |
| Manufacturer   | Network Adapter:   |
| Broadcom<br>Check Point<br>Intel<br>Intel Corporation<br>Microsoft   | Bluetooth Device (RFCOMM Protocol TDI)<br>Microsoft Loopback Adapter<br>Microsoft Tun Minipott Adapter |
| This driver is digitally signed.<br>Tell me why driver signing is im | Have Disk  |
|  | < Back Next > Cancel   |



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]

| Advanced               | Automatic Updates  | Remot                              |
|------------------------|--|------------------------------------|
| General                | Computer Name  | Hardware                           |
| on your co             | e Manager lists all the hardware<br>omputer. Use the Device Manage<br>of any device.                                 |                                    |
| compatible<br>how Wind | ning lets you make sure that insta<br>with Windows. Windows Upda<br>lows connects to Windows Upda<br>ver Signing Win | te lets you set up                 |
|                        | profiles provide a way for you to<br>ardware configurations.   | set up and store<br>dware Profiles |
|                        |  |                                    |



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

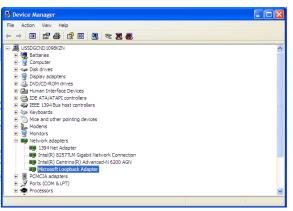


Figure 9. Network adapters installed