`

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 7 computer, follow the instructions below.

1. Go to the **Start** menu and type 'cmd' in the Search field. Right-click on the result ('cmd') and select **Run as Administrator** from the drop-down menu.

2. From the command prompt, run **hdwwiz.exe**. This should launch the **Add Hardware Wizard**. Press the [Next] button to continue. [Figure 1]

Figure 1. Add Hardware Wizard

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3. Select **Install the hardware that I manually select from a list (Advanced)** and press the [Next] button. [Figure 2]
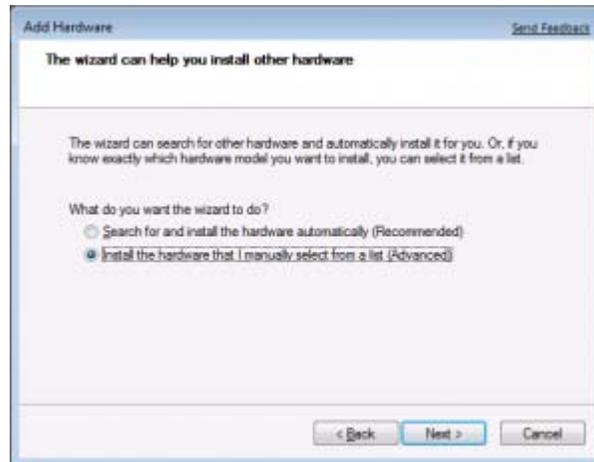

Figure 2. Select manual hardware installation

4. From the **Common hardware types** list, select **Network adapters** and then press the [Next] button. [Figure 3]
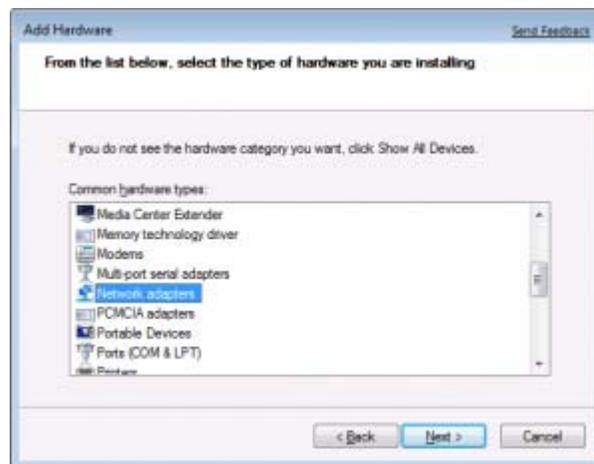

Figure 3. Select the type of hardware

5. Under **Manufacturer**, select **Microsoft**, and then select **Microsoft Loopback Adapter** to the right. [Figure 4]

Figure 4. Select Network Adapter

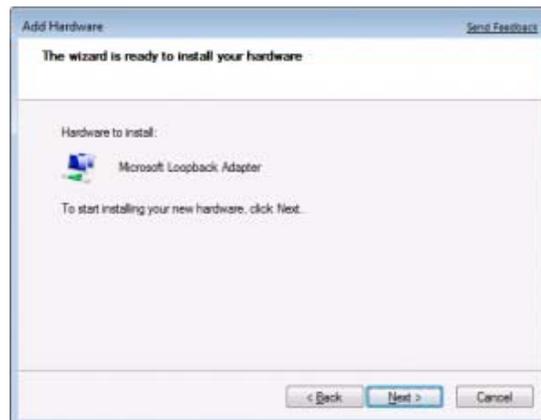6. Press the [Next] button to start the installation. [Figure 5]

Figure 5. Install hardware

7. Press the [Finish] button when the installation is complete. [Figure 6]

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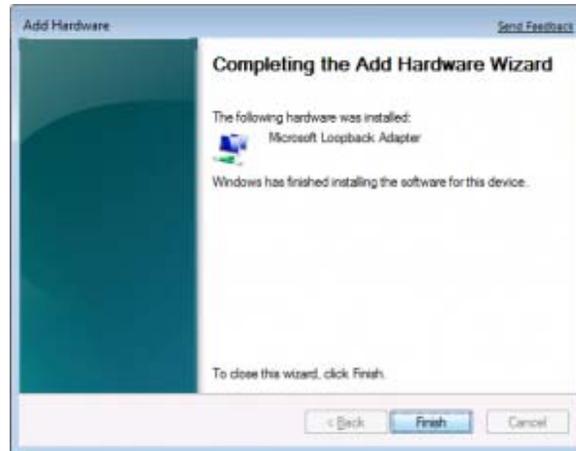Telephone 1-800-523-7514 Web: www.skf.com

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Figure 6. Installation complete

8. Reboot the computer.

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

1. Go to the **Start** menu and right-click on **Computer**. Select **Properties** from the drop-down menu.

2. Select **Device Manager** and expand the **Network adapters** hierarchy by clicking the [+].
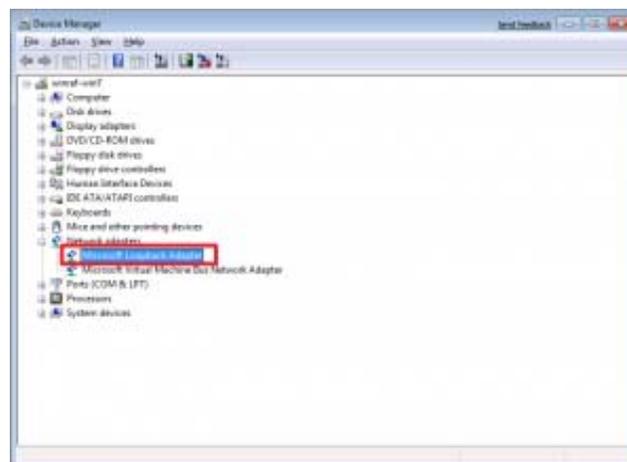
3. The Loopback adapter will be displayed. [Figure 7]

Figure 7. Network adapters installed