The SLM controller is a USB 2 component. The controller simulates a network adapter. We use fixed IP addresses for the controller (10.10.70.1) and the network adapter (10.10.70.2).

It has happened in the past, that for unknown reason the controller for the SLM has been dropped out of the Windows Configuration. This is usually not a problem, because it is very easy to get it back to work and all drivers are already installed at the system.

More often it loses the proper connection by changing Network related settings to include the pc in the home network. It is important to note, that the two hardware components (SLM and Stage), they are connected via real or virtual network adapters.
This is how it should look like
This is how it should look like
This is how it should look like
This is how it should look like
This is how it should look like
How to get it back to work

- Configuration in Device Manager (use the correct driver)
- Configuration in Network Connections (Network Adapter TCP/IPv4 Settings)
- Testing the accessibility with PING
- At the following two pages the whole process in video
GOOD!

BAD!
Device Manager
the Hidden Device View

If necessary, remove remaining's from older settings
• Device Manager -> show hidden devices
• Look in Network adapters for hidden “Remote NDIS Compatible Device”
Remove old remaining's from Device Manager

If necessary, remove remaining's from older settings

- Device Manager -> show hidden devices
- Look in Network adapters for hidden “Remote NDIS Compatible Device”
- If there are one or more “Remote NDIS Compatible Device”, they need to be uninstalled before we configure the actual one
Reset the Driver for “Remote NDIS Compatible Device”
Network adapters / Microsoft / Remote NDIS Compatible Device

Select your device's type from the list below.

Common hardware types:
- Network adapters
- Network Client
- Network Protocol
- Network Service
- NI-VISA USB Devices
- Non-Plug and Play drivers
- PCMCIA adapters
- Persistent memory disks
- Portable Devices
- Ports (COM & LPT)
- POS Barcode Scanner
- POS Cash Drawer

Select the device driver you want to install for this hardware.

- Select the manufacturer and model of your hardware device and then click Next. If you have a disk that contains the driver you want to install, click Have Disk.
Network Configuration

Rename the Remote NDIS Compatible Device to “SLM”

Settings for TCP/IPv4:
Fixed IP address: 10.10.70.2 / 255.255.255.0
Checking the Connection

- The SLM Controller has the IP 10.10.70.1
- The virtual LAN Adapter has the IP 10.10.70.2

- Open CMD or Windows PowerShell
- Type: "ping 10.10.70.1" ENTER
  check the reply
- Type: "ping 10.10.70.2" ENTER
  check the reply
- If both was successful, ZEN should find the SLM again