

# Windows 7 & Backburner

**You are running Backburner with Windows 7 and having problems starting the server service.**

Max Users and IT Managers

You are running Backburner with Windows 7 and you receive the following error when starting the server service:

*INF: Looking for a manager using (ff02::1):3234*

*ERR: Error sending on UDP: An operation on a socket could not be performed because the system lacked sufficient buffer space or because a queue was full.*

You change the settings in the server to point to the IP address of the manager but then receive the error:

*ERR: An address incompatible with the requested protocol was used.*

## **Step 1:**

Disable TCP/IP v6 from the local area network connection:

1. From the control panel, open the Network and Sharing Center applet
2. Select the link for "Change Adapter Settings"
3. Right click on the local area network connection and select properties
4. Uncheck Internet Protocol Version 6 (TCP/IPv6)



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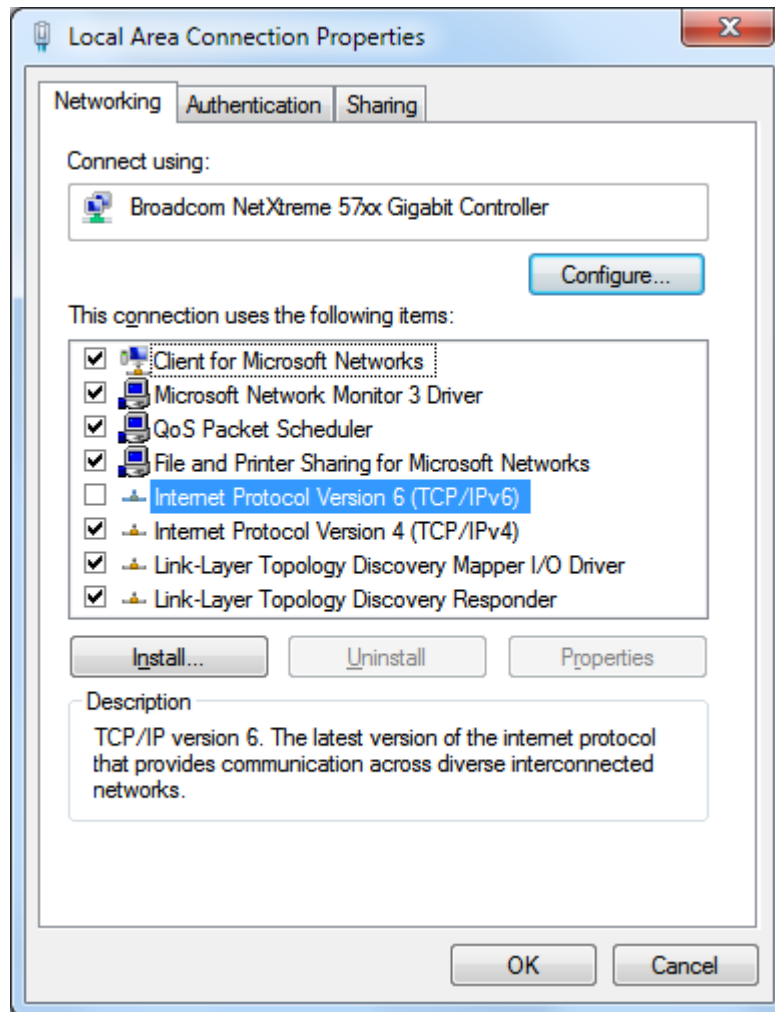


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## Step 2:

To disable IPv6 components, follow these steps:

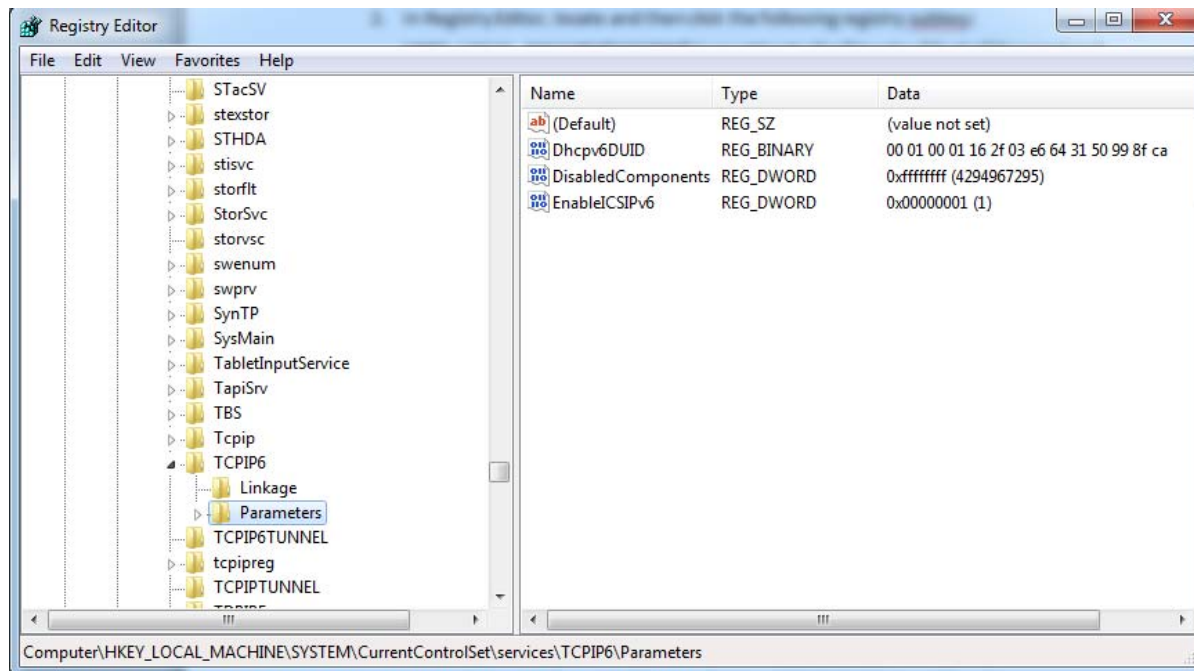
1. Click **Start**



Type **regedit** in the **Start Search** box, and then click **regedit.exe** in the **Programs** list.

2. In Registry Editor, locate and then click the following registry subkey:

**HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Services\Tcpip6\Parameters \**



3. Double-click **DisabledComponents** to modify the **DisabledComponents** entry.

**Note** If the **DisabledComponents** entry is unavailable, you must create it. To do this, follow these steps:

- a. In the **Edit** menu, point to **New**, and then click **DWORD (32-bit) Value**.
- b. Type **DisabledComponents**, and then press ENTER.
- c. Double-click **DisabledComponents**.

Type any one of the following values in the **Value data:** field to configure the IPv6 protocol to the desired state, and then click **OK**:

- . Type **0** to enable all IPv6 components. (Windows default setting)
  - a. Type **0xffffffff** to disable all IPv6 components, except the IPv6 loopback interface.
  - b. Type **0x20** to prefer IPv4 over IPv6 by modifying entries in the prefix policy table.
  - c. Type **0x10** to disable IPv6 on all non tunnel interfaces (on both LAN and Point-to-Point Protocol [PPP] interfaces).
  - d. Type **0x01** to disable IPv6 on all tunnel interfaces.
  - e. Type **0x11** to disable all IPv6 interfaces except for the IPv6 loopback interface.