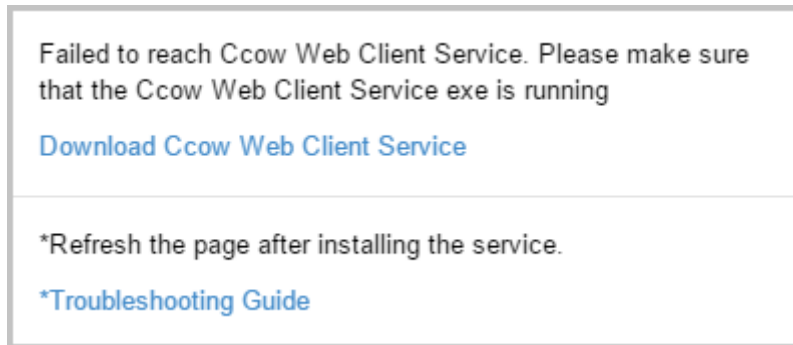


LEADTOOLS CCOW Web Client Participation Troubleshooting Guide

Microsoft Edge browser:

In some cases, the demo still displays the "Download Ccow Web Client Service" error message after successfully completing the installation of Leadtools.CcowWebParticipant.Setup.msi, as shown below:



If this happens, it is because CCOW Web Client Participation Demo cannot reach the local self hosted CCOW Web Client service application. The reason for that is that the Edge browser doesn't allow localhost loopback.

To enable localhost loopback for Edge, do the following:

- 1- Navigate to about:flags and make sure "Allow localhost loopback" is checked.
- 2- If it's still not working, run the following command in an Administrator-enabled command prompt to allow localhost loopback for Edge browser:

CheckNetIsolation LoopbackExempt -a -n=Microsoft.MicrosoftEdge_8wekyb3d8bbwe