RESOLVING INTERNET ACCESS PROBLEMS FOR "WINDOWS 8.." RUNNING AS A GUEST INSIDE A VIRTUAL MACHINE

EXECUTIVE SUMMARY

When you run "Windows 8.." inside a virtual machine inside "VMware Player" or "Oracle VM VirtualBox", the virtual machine sometimes quits accessing the Internet. Here is a procedure for resolving this inability to access the Internet.

BASIC INFORMATION

When you install the "VMware Player" or "Oracle VM VirtualBox" virtual machine programs into a host computer, the installation process creates a complex virtual network that runs inside the host computer. The host computer considers these virtual networks to be "public networks".

The existing real, physical wired or wireless networks that are connected to your host computer will usually be "home" or "work" networks. The virtual network adapter inside a virtual machine needs to be "seen" as being attached to to your real "home" or "work" network.

For some unknown reason, when "Windows 8.." is running inside a virtual machine, it occasionally decides that it's virtual network adapter is attached to both your real "home" or "work" network AND one of the virtual public networks that was created when you installed the "VMware Player" or "Oracle VM VirtualBox" virtual machine program. When "Windows 8.." starts "seeing" its virtual network adapter as belonging to two networks, it's ability to attach to the "Internet" become inoperative.
RESOLUTION ACTION REQUIRED

In order to restore access to the Internet for the "Windows 8" virtual machine "guest", you have to delete the spurious connection between the virtual network adapter and the virtual public network that "Windows 8" mistakenly has attached it to.

STEP BY STEP PROCEDURE FOR RESTORING INTERNET ACCESS TO THE "WINDOWS 8" VIRTUAL MACHINE GUEST

Step 1:
From inside the "Windows 8" virtual machine, check for an indication of the loss of Internet access in the Notification Area.
When Internet access is restored to the "Windows 8" virtual machine "guest", the yellow exclamation mark will no longer be displayed.
Step 2:
Inside the "Windows 8" virtual machine, go to the "Network and Sharing Center" inside the "Control Panel". You will find a public network called "Unidentified network" that does not belong there:

![Network and Sharing Center](image)

Step 3:
Click on "Local Area Connection" for the "Unidentified network"
Step 4:
A "Local Area Connection Status" box will be displayed.
### Local Area Connection Status

#### General

<table>
<thead>
<tr>
<th>Feature</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>IPv4 Connectivity</td>
<td>No Internet access</td>
</tr>
<tr>
<td>IPv6 Connectivity</td>
<td>No network access</td>
</tr>
<tr>
<td>Media State</td>
<td>Enabled</td>
</tr>
<tr>
<td>Duration</td>
<td>00:06:22</td>
</tr>
<tr>
<td>Speed</td>
<td>1.0 Gbps</td>
</tr>
</tbody>
</table>

#### Activity

- Sent: 33,117 bytes
- Received: 10,207 bytes

**Buttons:**
- Properties
- Disable
- Diagnose

**Troubleshoot problems**
Step 5:
Click on the "Disable" button of the "Local Area Connection Status" box:

Step 6:
Click on the "Close" button.
Step 7: Click on "Change adapter settings" in the "Network and Sharing Center".
Step 8:
A "Network Connections" window will be displayed:
Step 9:
Use your RIGHT mouse button to click on the virtual network adapter inside the "Network Connections" box:
Step 10: Click on "Enable" in the pop-up context menu:
Step 10:
The pop-up context menu will disappear.

Step 11:
Close the "Network Connections" window by clicking on the "X" button in the upper right-hand corner.

Step 12:
Close the "Network and Sharing Center" window by clicking on the "X" button in the upper right-hand corner.
Step 13:
The yellow exclamation point for the Network icon should now be gone and your "Window 8" virtual machine guest should now be able to access the Internet: