NP504 - Why do I get an error message when I try to open my NP504 HomePlug config utility?

The error is often caused by one of the following issues:

1. You don't have a HomePlug device plugged in directly or close enough to your computer
2. Your HomePlug device might not be powered on.
3. Your computer's Ethernet cable might not be plugged in properly with your HomePlug device or your network.
4. You don't have administrator rights with your Windows account.
5. Your HomePlug device is faulty.