

Knowledge Base Article

Product Category: Software

Product: CMWA 8810 - Wireless Sensor Device Manager

Version: N/A

Abstract

This article explains what to do in the event the SKF Wireless Sensor Device Manager software opens to a blank page.

Overview

This issue shown in Figure 1 occurs when the file DockPanel.Config is corrupt.

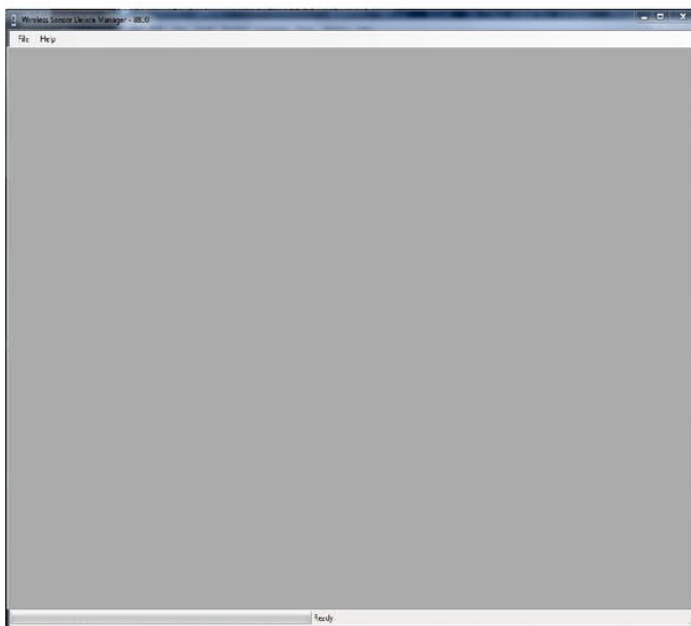


Figure 1. Software opening to a blank screen

The default directory location for this file is C:\Program Files (x86)\SKF-RS\Wireless Sensor Device Manager-8800 (on Windows 7) or C:\Program Files \SKF-RS\Wireless Sensor Device Manager-8800 (on Windows XP).

To resolve the problem, delete the DockPanel.config file and restart the software.

For further assistance, please contact the Technical Support Group by phone at 1-858-496-3627, or by e-mail at TSG-CMC@skf.com.