

Knowledge Base Article

Product Group: MARLIN; Inspection Systems
 Product: MARLIN CMDM 5360; Microlog Inspector CMDM 5660;
 Bartec/Motorola MC9090
 Version: N/A

Abstract

When using Windows 7, if your handheld device will not connect to Windows Mobile Device Center, it might be because your Windows 7 version does not have the necessary RNDIS drivers (despite the taskbar popup alert stating that all drivers are installed and the device is ready for use). This article describes the procedure for installing the necessary drivers. This document applies to SKF MARLIN CMDM 5460, SKF Microlog Inspector 5660, and Bartec/Motorola MC9090 handheld devices only.

Overview

To remedy this problem, follow the steps below.

1. Firstly, cradle the handheld and then on the PC open the Windows 7 Control Panel. Under System and Security, select System and then Device Manager. [Figure 1]

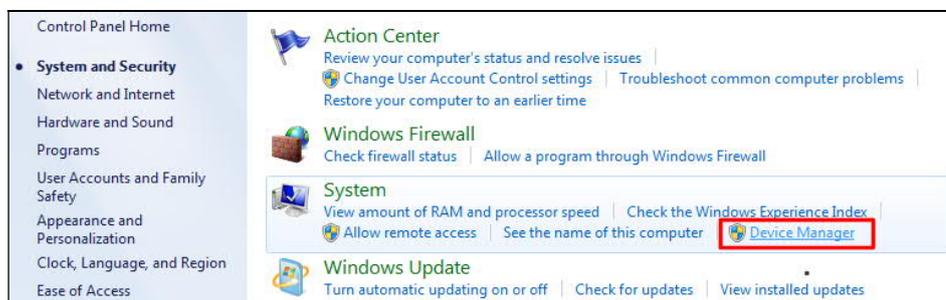


Figure 1. Open Device Manager

2. If there is a problem with RNDIS then the following in Figure 2 will be shown:

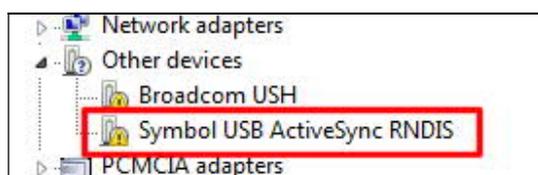


Figure 2. Symbol USB ActiveSync RNDIS

3. Right click on the highlighted Symbol USB ActiveSync RNDIS option, and from the popup menu select Update Driver Software... [Figure 3]

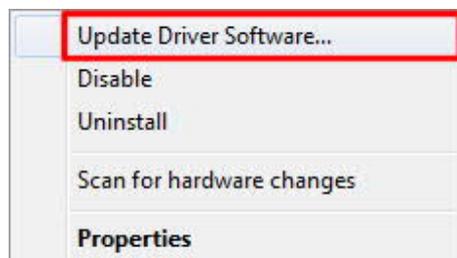


Figure 3. Update Driver Software...

4. You are prompted to specify how to search for the driver software. Select the Search automatically for updated driver software. [Figure 4]

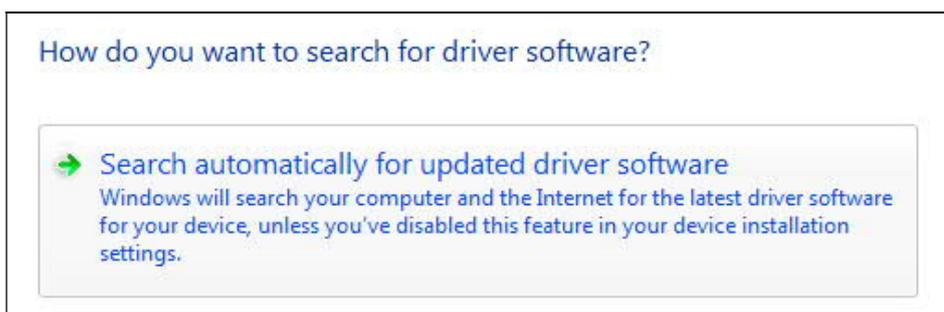


Figure 4. Search automatically for updated driver software

5. The driver download begins and a progress bar indicates download progress. [Figure 5]

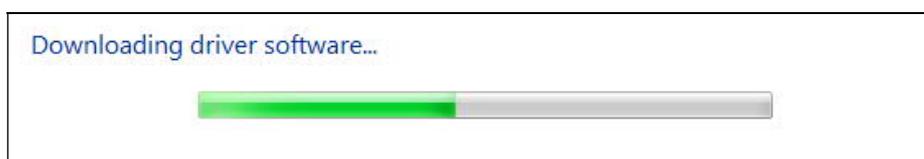


Figure 5. Downloading driver software

6. If the driver is installed without errors then the following confirmation in Figure 6 will be displayed:

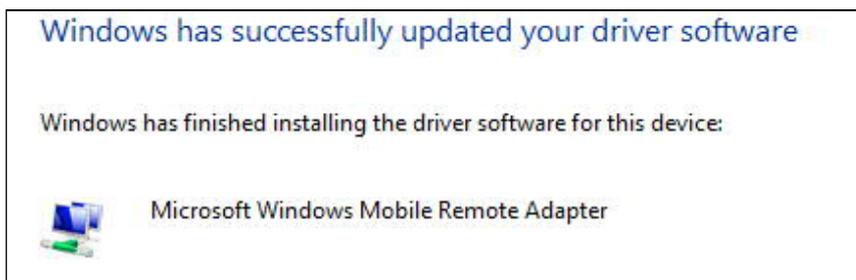


Figure 6. Windows has successfully updated your driver software

7. Your device is now ready for use. If the handheld does not automatically connect to the PC after the driver has been updated, try docking the handheld again to establish a WMDC connection.

For further assistance, please contact the Technical Support Group by phone at 1-800-523-7514 option 8, or by email at TSG-CMC@skf.com.

