

Knowledge Base Article

Product Group: MARLIN I-Pro

Product: CMDM 6700 series - Microlog Inspector

Version: N/A

Abstract

This article describes a way to resolve the Windows message, "USB Device Not Recognized" [Figure 1], after trying to connect a CMDM 6700 series Microlog Inspector device to a computer by way of ActiveSync or Windows Mobile Device Center.

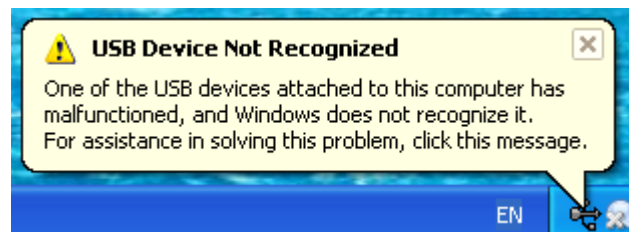


Figure 1. USB Device Not Recognized error

Overview

If the **Enable advanced network functionality** option under **Start > Settings > Connections > USB to PC** is checked, the CMDM 6700 device it will try to connect itself as a Network Adapter instead of a Windows CE USB Device.

If the option shown below in Figure 1 is checked, try un-checking it to see if that resolves the connection issue.

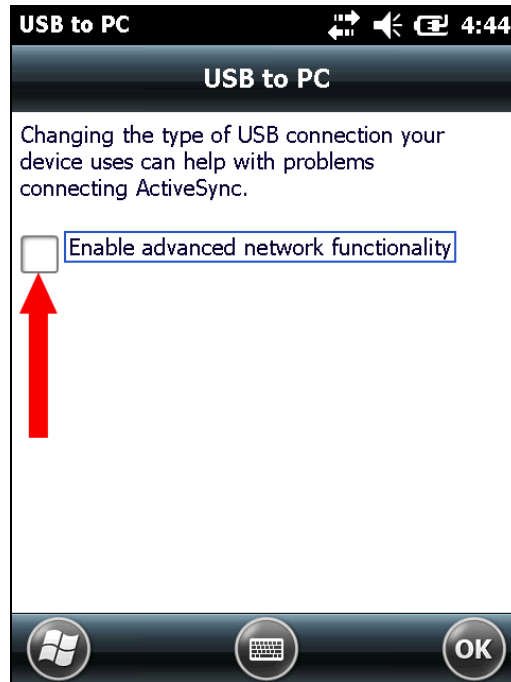


Figure 1. Enable advanced network functionality

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