

## Knowledge Base Article

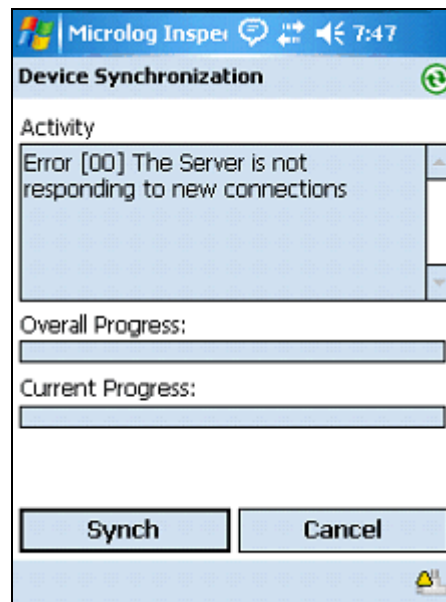
**Product Group:** MARLIN iPro

**Product:** CMDM6600 - Microlog Inspector

**Version:** N/A

### Abstract

The ***Synchronize when Cradled*** option in SKF Microlog Inspector, which allows the device to automatically synchronize when it is docked, will have problems with Windows 7 and Windows Mobile Device Center if there is no Partnership created. The user may encounter the following error message: ***Error [00] The Server is not responding to new connections.*** [Figure 1]



**Figure 1.** Error message

### Overview

There are two ways to resolve this synchronization error.

### Creating a Partnership

This method will only resolve the issue for the same Windows User (login) currently being used, since it will only establish a partnership between the Windows User currently in use, and the handheld device.

1. Click on **Set up your device**. [Figure 2]



Figure 2. **Set up your device** option

2. Uncheck all of the items in the next window (Contacts, Calendar, E-mail, Tasks, Notes, Mobile Favorites, etc.). [Figure 3]

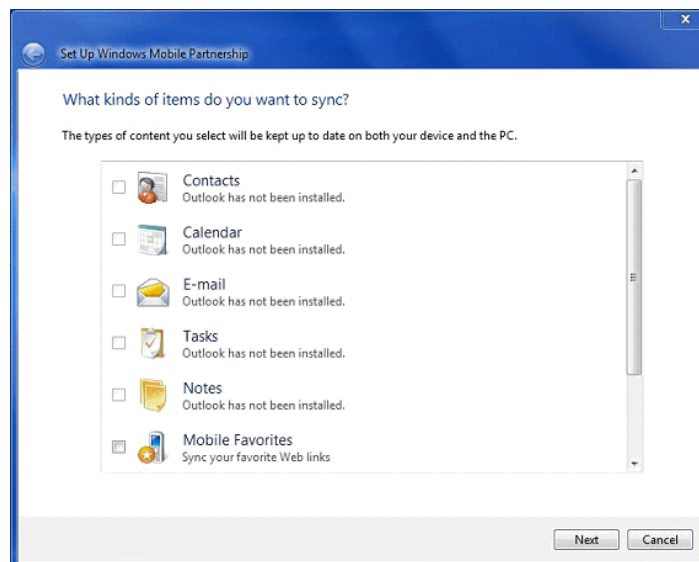


Figure 3. Uncheck all boxes

Finally, name the Partnership. Any name can be chosen, however, it is recommended that the user set the **Device name** the same as the actual Microlog Inspector Device Name. [Figure 4]

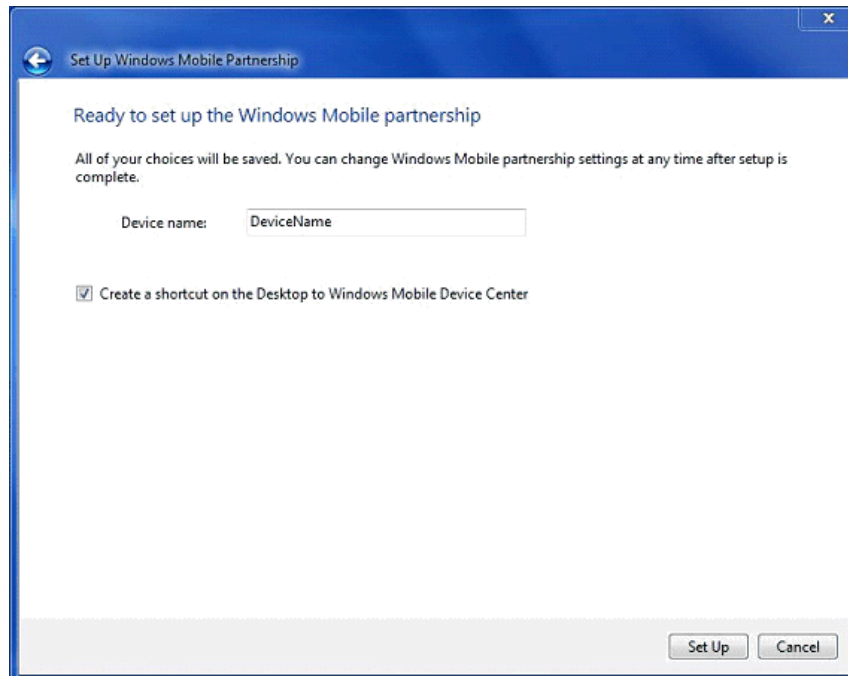


Figure 4. Device name

**Important Note:** *Do not select 'Set up your device' if more than one user logs in to the host computer.*

### Connect without Setting up the Device

If multiple users will be logging in to the same computer, select **Connect without setting up your device**. [Figure 5]

This option must be selected each time a connection is established.



**Figure 5.** *Connect without setting up your device* option

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 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](mailto:TSG-Americas@skf.com).