

Knowledge Base Article

Product Group: Software; MARLIN I-Pro

Product: CMSW7490 – RDC Suite; CMDM6600 – Microlog Inspector

Version: N/A

Abstract

When a loaner Microlog Inspector device is sent to a RDC hosted customer and the customer tries synching the device with @ptitude Analyst, the device does not show up in **Available devices** even though it is listed in the **Device Manager** tab. This document describes what needs to be done first in order for the device to be assigned to a profile and complete the synchronization.

Overview

For Loaner Microlog Inspector devices sent to RDC hosted customers, the device must first be assigned to the correct **Customer Id** [Figure 1] in the **Microlog Inspector Settings > Device Manager** dialog. This has to be done using the ADMIN account which is an account that a typical user does NOT have access to. Therefore, this would either be done by Brice, TSG, or someone with ADMIN rights to SKF @ptitude Analyst on the RDC server.

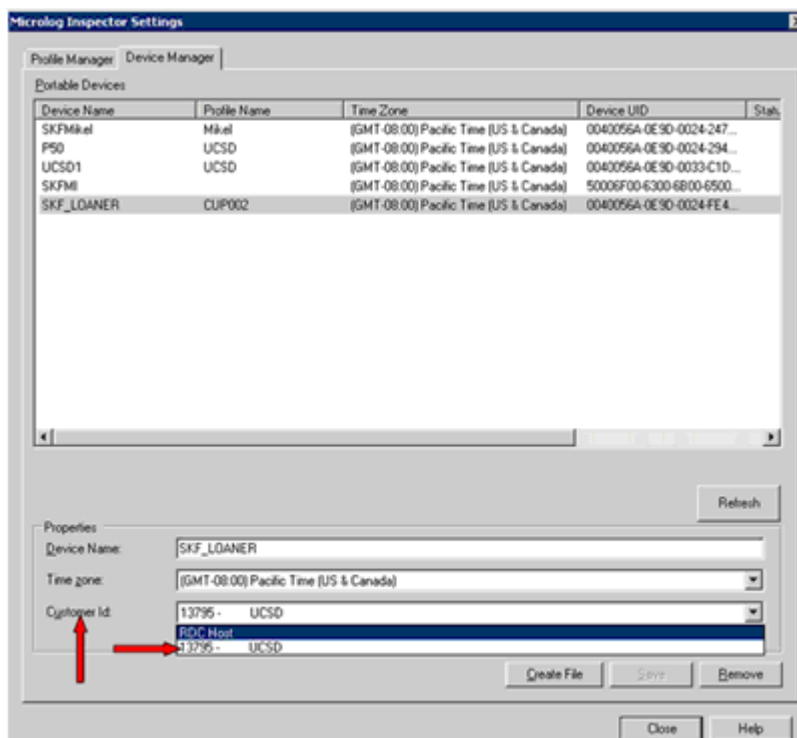


Figure 1. Assign Customer Id in Microlog Inspector Settings

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.

