

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.

| Device Name | Profile Name | Time Zone | Device UID | Sta |
|---|--|--|-------------------------|----------|
| SKFMikel | Mikel | (GMT-08.00) Pacific Time (US & Canada) | 0040056A-0E3D-0024-247 | |
| P50 | UCSD | (GMT-08.00) Pacific Time (US & Canada) | 0040056A-0E9D-0024-294 | |
| UCSD1 | UCSD | (GMT-08.00) Pacific Time (US & Canada) | 0040056A-0E9D-0033-C1D | |
| SKFMI | | (GMT-08.00) Pacific Time (US & Canada) | 50006F00-6300-6800-6500 | |
| SKF_LOANER | CUP002 | (GMT-08.00) Pacific Time (US & Canada) | 0040056A-0E9D-0024-FE4 | |
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| (| | | Rek | iesh |
| Properties Qevice Name: | SKF_LOANER | | Reb | |
| Properties | SKF_LOANER (GMT-08:00) Pacific Tim | e (US & Canada) | Reb | esh I |
| Properties Properties Provide Name: Time gone: Cyptoper Id: | SFF_LOANER (GMT-08:00) Pacific Tm 13795 - UCSD | e (US & Canada) | Ret | esh I |

Figure 1. Assign Customer Id in Microlog Inspector Settings

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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 <u>TSG-Americas@skf.com</u>.



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