

# Knowledge Base Article

**Product Group:** MARLIN I-Pro

**Product:** Microlog Inspector

**Version:** N/A

## Abstract

When a CMDM6600 (Intermec CN3e) unit is synching on a Quad Ethernet docking station (CMAC6135-E) and another unit is dropped into an empty docking station port, the existing unit that was synchronizing would suddenly stop synching. This article provides a work around for the issue.

## Overview

This article is only relevant for customers who are using the CMDM6600 (Intermec CN3e) and the Quad Ethernet docking station (CMAC6135-E).

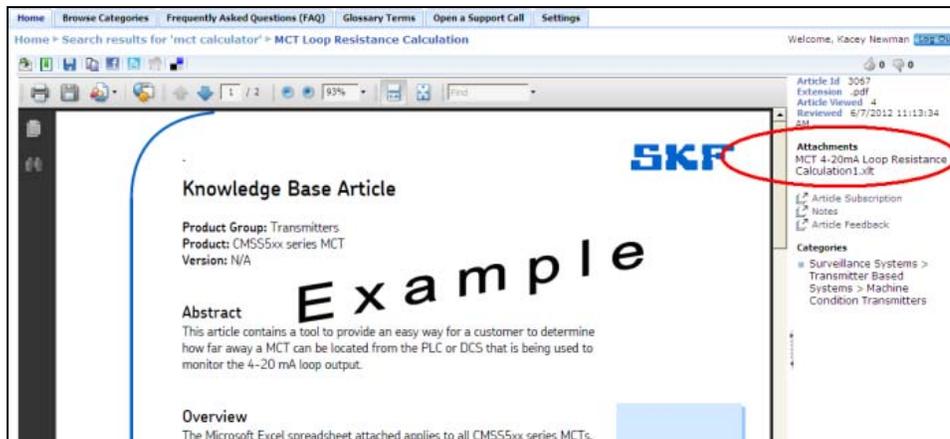
## Root Cause

- The docking station ports each have their own MAC address. When the device is docked, the docking station hits the DHCP server and caches the settings in the device's registry.
- When the device moves to a new port, the dock attempts to use the cached DHCP info.
- Somewhere in the customer's network, the DHCP response to the device may get lost if the IP address was already in use - **even if the MAC address had changed.**
- This leads to multiple devices being assigned the same IP address.

## Work Around

In order to clear the cached DHCP settings, a utility has been created that runs on the device when the device is undocked.

To download the utility, click on the cab file (**DhcpWipe.cab**) located in the **Attachments** section to the right of this article. [Figure 1]



**Figure 1.** Attachments section

When the program runs and successfully clears the DHCP settings upon device undock, the blue LED will flash.

This utility will be on the Microlog Inspector v1.3+ application CD.

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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).