

## Knowledge Base Article

**Product Group:** MARLIN I-Pro

**Product:** CMDM6700 series – Microlog Inspector

**Version:** N/A

### Abstract

This article provides instructions to resolve SKF Microlog Inspector CMDM6700 (CN70) series connection and synchronization problems on Windows XP computers running Microsoft ActiveSync.

### Overview

We have encountered a couple of different issues between the new CMDM67XX (CN70) devices and Windows XP/Microsoft ActiveSync.

The first problem was a connection problem to Microsoft ActiveSync where the message, "USB Device Not Recognized" would appear when the device was docked/connected to the USB port of the computer.

The second problem was with the synchronization of the device. In this case, Microsoft ActiveSync was able to detect the device and connect to it; however, when attempting synchronization, the system would hang and never complete the synchronization process.

In both cases, the resolution is the same. One way to identify this problem is to check the **Device Manager** to determine how the device is being recognized and what driver is being used when the device is connected to the computer. Below are some screen shots of what to look for.

The device should be recognized as a **Windows CE USB Devices** → **Intermec Mobile Computer** as shown in Figure 1.

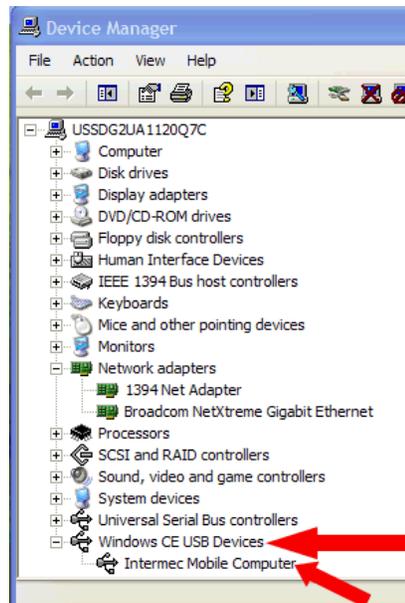


Figure 1. Windows CE USB Devices

It should NOT be recognized as a **Network Adapter** → **Windows Mobile-based Device #X** as shown in Figure 2.

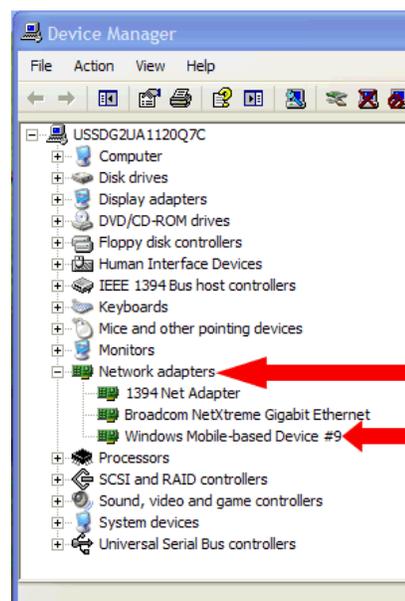
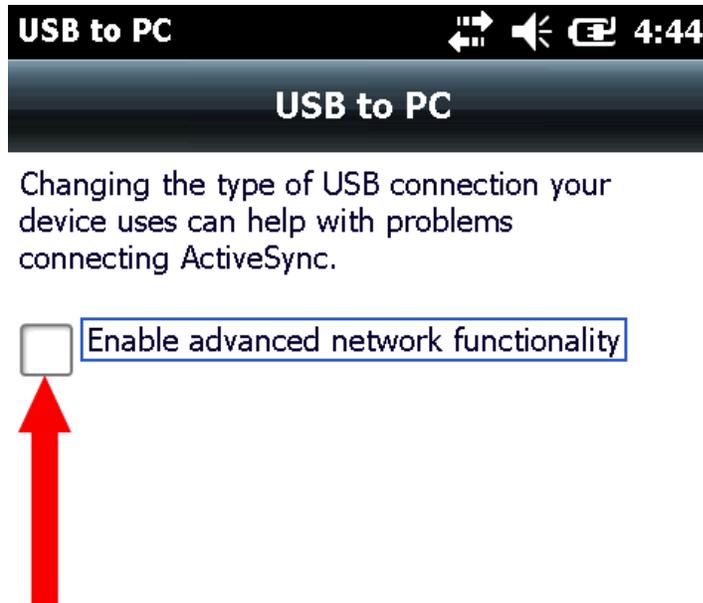


Figure 2. Network adapters

If the device is being recognized as a **Network Adapter** as shown above, then on the device, go to **Start > Settings > Connections > USB to PC** and uncheck the **Enable advanced network functionality** box [Figure 3].



**Figure 3.** Enable advanced network functionality box

The device will most likely reboot and reconnect with Microsoft ActiveSync. After that, there should be no problems with the synchronization process.

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