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Knowledge Base Article

Product Group: MARLIN
Product: MARLIN
Version: OS – 3.25.15.0141

Abstract

On a MARLIN handheld device, there is a file called "_SSTransferAgent.xml", which instructs the device to reinstall certain CAB files after a clean boot (like the Intermec drivers, for example). When SKF MARLIN is installed, the file is overwritten with new commands that tell the device to install the standard Intermec drivers in addition to SKF MARLIN CAB files. If the MARLIN application is manually uninstalled via ActiveSync or 'Add/Remove Programs', the file is inadvertently deleted, so the Intermec drivers do not get reinstalled upon the next clean boot. This article provides instructions on how to fix this issue.

Overview

*The MARLIN application should have only been installed on CMDM units with operating system (OS) version **3.25.15.0141**, so the procedure outlined below applies to that device OS only.*

*The OS version can be found by selecting **Start → Internet Explorer → Intermec**. [Figure 1] If the Intermec logo is not there, click on **Menu → Home**.*
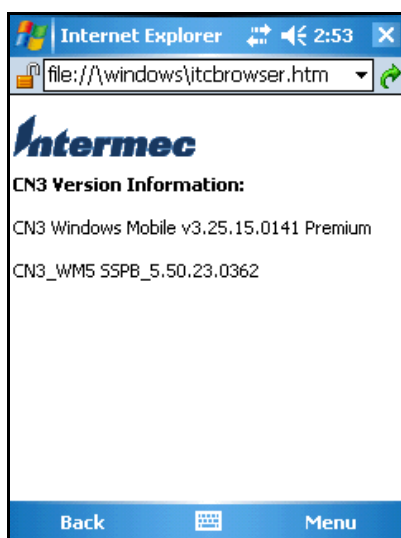

Figure 1. Verifying the
OS version

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If MARLIN was manually uninstalled and the device does not have all of the Intermec programs installed, perform the following steps outlined below:

1. Download the attached zip folder, located to the right of this article in the **Attachments** section. [Figure 2]
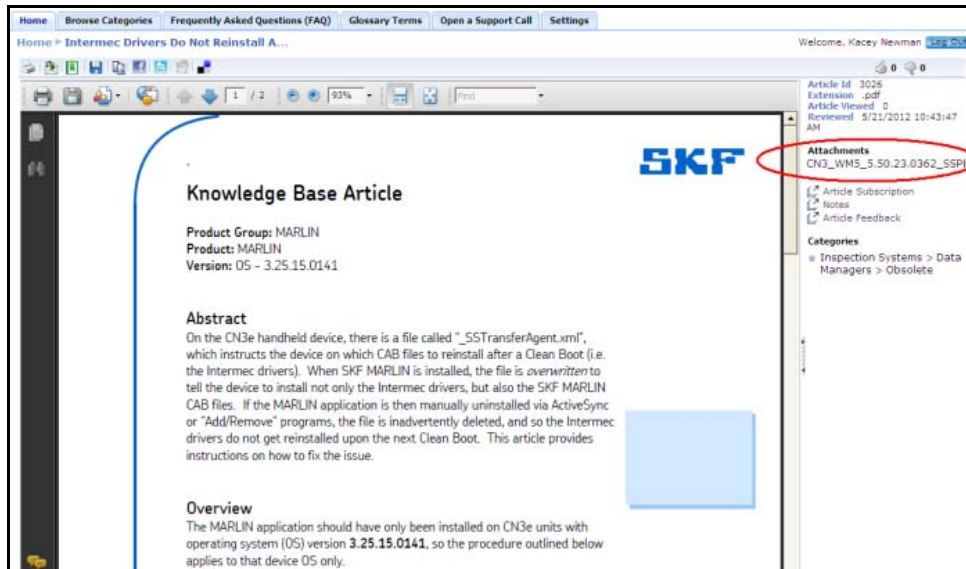

Figure 2. Attachments

2. Extract contents of the zip folder.

3. Using ActiveSync, delete the contents of the SD Card on the handheld.

4. Copy the contents of the unzipped folder to the SD Card.

    Note: The SD Card should now have "_SSTransferAgent.xml" in the <u>root</u> of the SD card, and the "SSPB" folder in the <u>root</u> of the SD card. The "SSPB" folder should contain several files.

5. Perform a clean boot on the unit.

6. Upon a clean boot, the CAB files start to install. When the reboot/installation is complete, it will automatically reset itself.

7. After the device resets, go to **Start → Internet Explorer → Intermec** to ensure the SSPB version is 5.50.23.0362.

8. Install SKF Microlog Inspector.

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It is recommended the **Microlog Inspector Installer** program be used in order to properly uninstall the MARLIN application. This will ensure that only the necessary and correct files are removed.

Simply run the Microlog Inspector Installer program to install Microlog Inspector on the device that has MARLIN currently installed. The Installer program will detect the MARLIN application and provide the option of uninstalling it.

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.

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