

Knowledge Base Article

Product Group: Microlog
Product: Microlog AX CMXA 80
Version: N/A

Abstract

This article explains the most probable reason for the SKF Microlog error, "Failed to read from EEPROM. Incorrect OEM IDs...Please contact your distributor for more information."

Overview

When the error shown in Figure 1 is encountered, more than likely it is due to a fault in the battery.

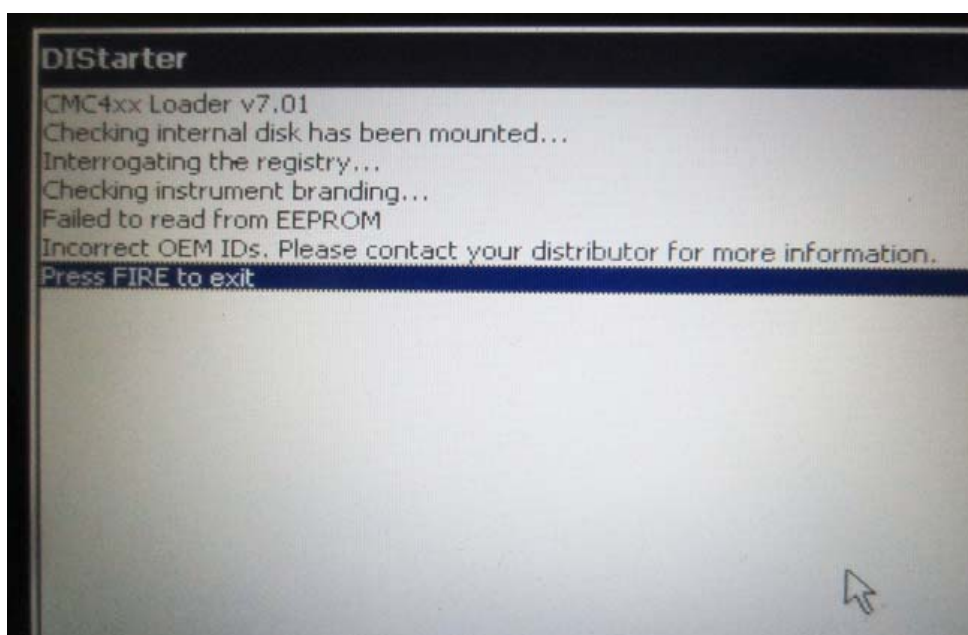


Figure 1. Failed to read from EEPROM error

Try replacing the CMAC5070 (BP-15) battery, as this may be the cause of the fault. If the battery has a faulty I2C bus, then this affects the reading of the Dallas IC since this also uses the I2C bus.

If a different BP-15 battery can be tested with the unit and the Microlog no longer displays the error, then a new CMAC5070 (BP-15) replacement battery should be purchased.

If there is no spare CMAC5070 (BP-15) battery available, then try removing the CMAC5070 (BP-15) battery from the Microlog and using the Power Supply and/or Docking Station to power the Microlog.

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.

