

Knowledge Base Article

Product Group: MARLIN I-Pro

Product: CMDM 6600 - Microlog Inspector

Version: OS 3.26

Abstract

This article explains the procedure for performing a clean boot on a SKF Microlog Inspector CMDM 6600 with OS v3.26. The information outlined below was taken from the hardware manufacturer user manual.

Overview

A clean boot erases the memory in the mobile computer, including all applications and data files found in the ObjectStore, and loads only the default files and programs required by the CN3 operating system.

If the CN3 seems to be locked up, try warm booting and then cold booting the computer. If neither method works, use a clean boot to get the CN3 up and running for further troubleshooting.

During a clean boot, the CN3 first looks for the SSPB files on an installed miniSD card. If no card is found, the CN3 loads the SSPB files in the Flash File Store. Files found on a miniSD card during a clean boot are copied into the Flash File Store and overwrite the existing SSPB files.

To clean boot the device:

1. Press the **Power** button to suspend the CN3.
2. Remove the battery pack from the back of the CN3.
3. Use the stylus to press the **Reset** button on the back of the CN3.
4. Insert the battery back into the CN3, and immediately press and hold the **Power** button and both buttons on the left side.
5. Continue to hold the **Power** button and both buttons on the left side until a Warning message appears on the display.
6. Release the **Power** button and both buttons on the left side, read the message, and press either button on the right side to continue.
7. Wait for the CN3 to load files from its ROM.

Note: You can also clean boot the CN3 using the SmartSystems console. To clean boot the CN3 using the SmartSystems console, right-click on the CN3 and select **Intermec Power Tools → Clean Boot Device**.

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.