

# Knowledge Base Article

**Product Group:** Microlog

**Product:** CMXA 80 – Microlog AX

**Version:** N/A

## Abstract

This article provides instructions on how to format the Internal Disk structure on a SKF Microlog AX data collector. If the Internal Disk structure is broken, then the License file cannot be created properly and will not accept any license codes.

**Contact Technical Support Group (TSG) before attempting this procedure.**

## Overview

To format the Internal Disk structure on a SKF Microlog AX, follow the steps below:

1. With the Microlog OFF, unscrew the battery cover on the back of the unit.
2. Press and hold the **left+right+up** arrow keys.
3. Use a thin tool (like a straightened paper clip) to press the reset button located in the lower right corner of the battery compartment, while continuing to hold down the left, right, and up arrow keys.
4. Once the menu loads, press **2** to confirm the erasing of IPSM filesystem.
5. Press **6** to reconfirm the action.
6. Wait for unit to complete erasing, and then perform a Hard Reset + Force Clean Boot. For instructions on how to perform a Force Clean Boot, see article #2859 in the **Related Articles** section to the right.
7. A white screen will appear while the Internal Disk is re-created. Wait until this is complete.

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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).