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Knowledge Base Article

Product Group: MARLIN
Product: Marlin I-Pro
Version: 4.1.2

Abstract

This article provides instructions on how to reset the ADMIN operator password on a Marlin unit by copying the entire Operator database from a second Marlin unit.

Overview

Follow the procedure below to copy the Operator database from one Marlin unit to another. This procedure is used as a way to reset the ADMIN password when the ADMIN operator is unable to log in to the Marlin device.

In this document:

- **Marlin #1** refers to the bad unit that needs the ADMIN password reset.
- **Marlin #2** is the "other" Marlin where the ADMIN operator can log in with no issues (In other words, the ADMIN password works okay on Marlin #2.).

This procedure will copy the operator information from one Marlin to another. If this is not desired, do not continue.

1. Exit out of the **Marlin** program on both units #1 and #2 by selecting **Options → Exit** (bottom menu) from within the Marlin program.

2. Connect Marlin #2 to a computer using Microsoft ActiveSync.

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3022 Rev A
Page 1 of 5

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3. Once connected, go to **Tools** ➔ **Explore Device** in the menu. [Figure 1]
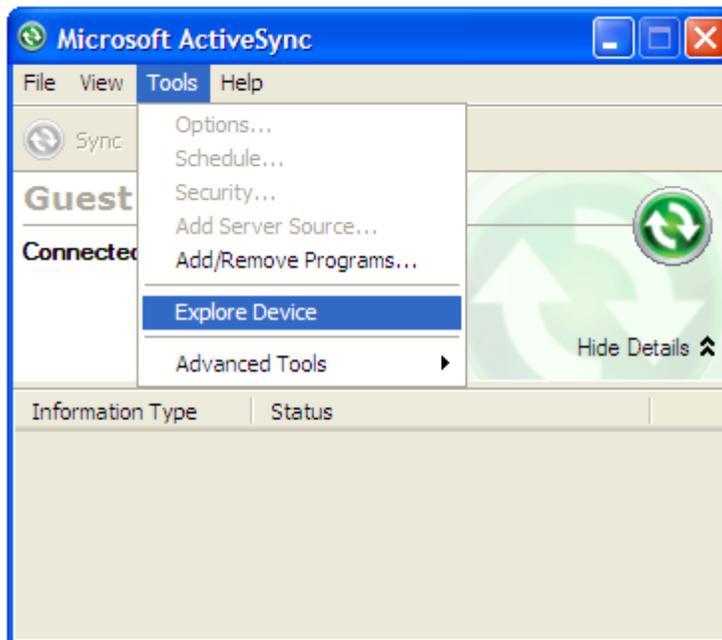

Figure 1. Explore Device in ActiveSync

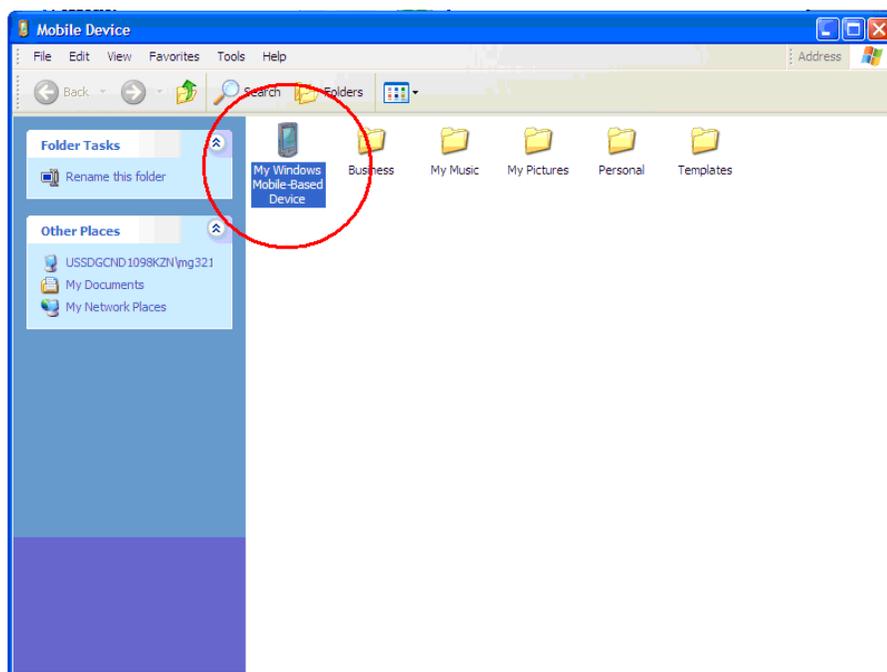4. Double-click on 'My Windows Mobile-Based Device.' [Figure 2]

Figure 2. Select *My Windows Mobile-Based Device*

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3022 Rev A
Page 2 of 5

5. Double-click on the folder, 'Program Files'. [Figure 3]
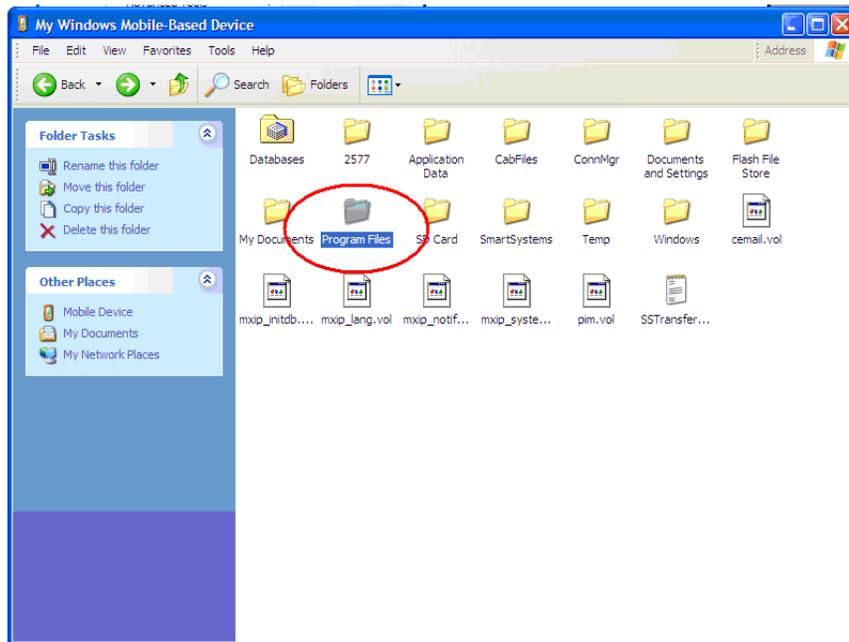
Figure 3. Program Files folder
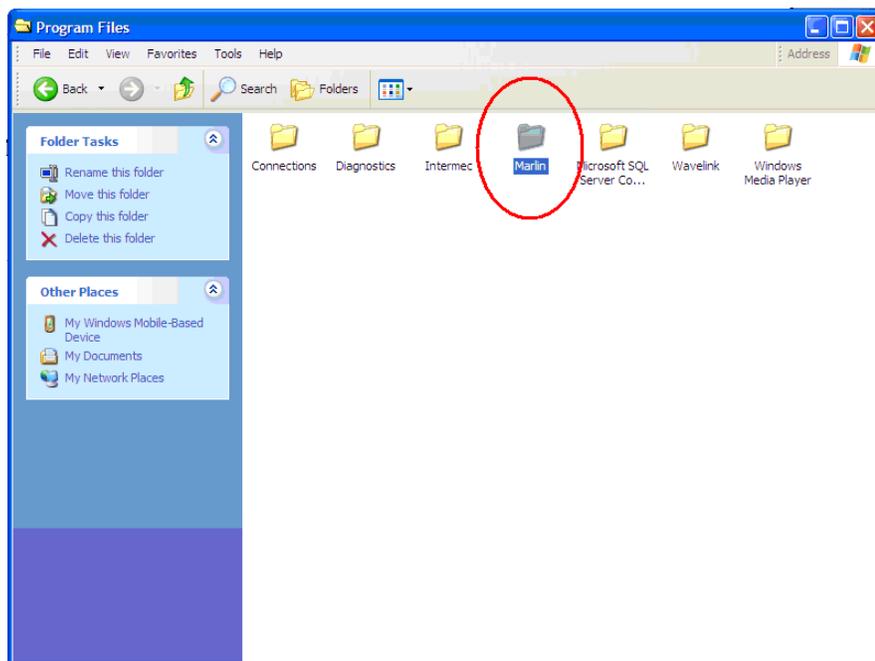
6. Double-click on the folder, 'Marlin'. [Figure 4]

Figure 4. Marlin folder

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7. Select the file, **Operator.cdb**. Now, from the main menu, go to **Edit → Copy**. [Figure 5]
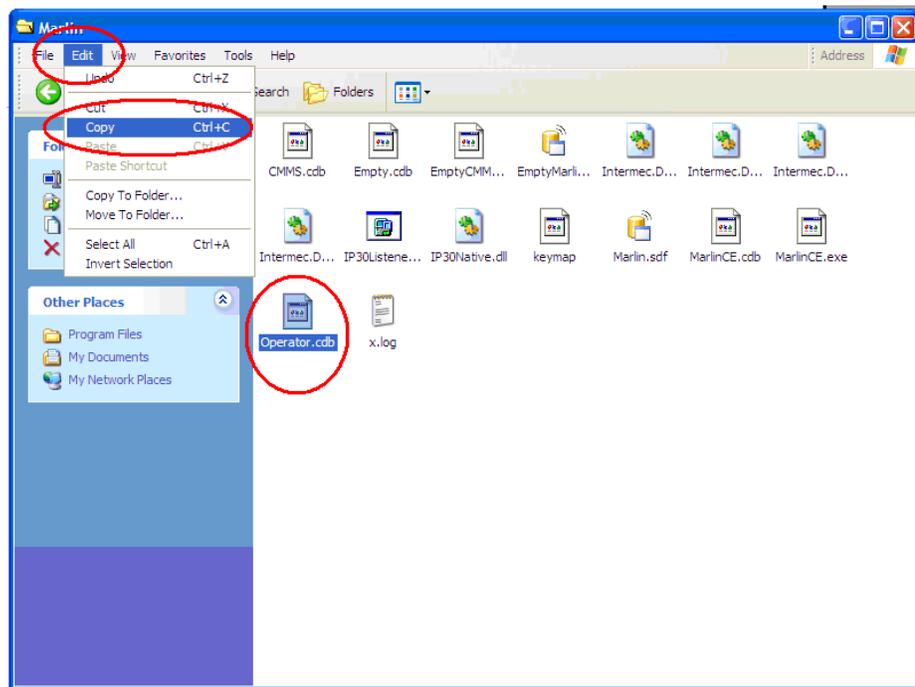

Figure 5. Copy the Operator.cdb file

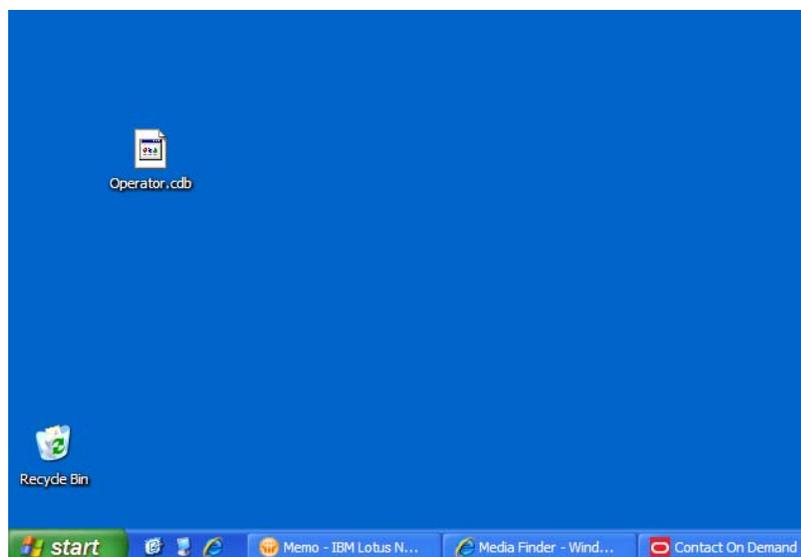8. Paste the file onto the computer desktop (or another easily accessible location). [Figure 6]

Figure 6. Paste file onto desktop

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3022 Rev A
Page 4 of 5

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9. Undock Marlin #2, and dock Marlin #1 so it connects to ActiveSync.

10. Follow steps 3 and 4.

11. Now, double-click on the 'SD Card' folder.

12. Copy the Operator.cdb file from the desktop (or wherever it was saved), and paste it in the 'SD Card' folder.

13. Reboot Marlin #1, and it will automatically read the SD Card and download anything stored there that has changed (in this case, the Operator.cdb file).

14. Follow the Marlin #1 screen prompts and when it is done rebooting, it should have the same operator file as Marlin #2.

15. Log in to Marlin #1.

If this procedure is unsuccessful, the firmware will need to be reinstalled in order to reset the ADMIN password.

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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3022 Rev A
Page 5 of 5