

Knowledge Base Article

Product Category: Software

Product: CMSW 7311 – SKF Analysis and Reporting Manager

Version: 2.0

Abstract

When trying to print out a Single Plane Balance Report in SKF Analysis and Reporting Manager (ARM) software, the error "Error running report: The requested member of the collection does not exist...Number of files created: 0" appears. [Figure 1] This article explains why this error message appears, and how to resolve the problem.

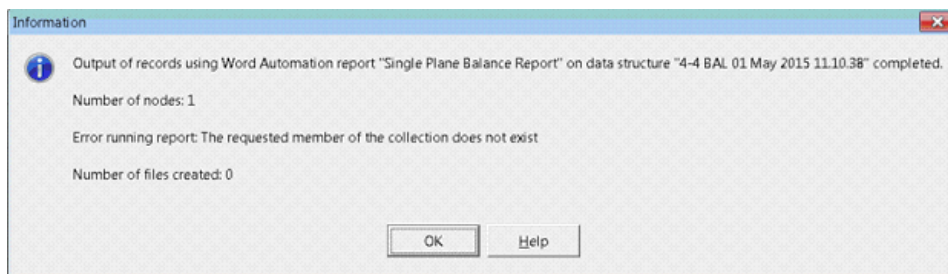


Figure 1. "Error running report" message

Overview

The Single Plane Balance Report has the wrong setup. It appears to be one intended for a "no-template" report, where there are no bookmarks, and the Yes/No selections simply tell ARM which fields to output. To correct this problem, the following must be done:

In the Report Generator wizard there will be a step titled Selection of fields and bookmarks. Click on the Clear All button, as this will clear out all of the Yes/No values, and then change the corresponding Bookmarks to the correct values for the corresponding Record Field entries as shown in Figure 2 through 4.

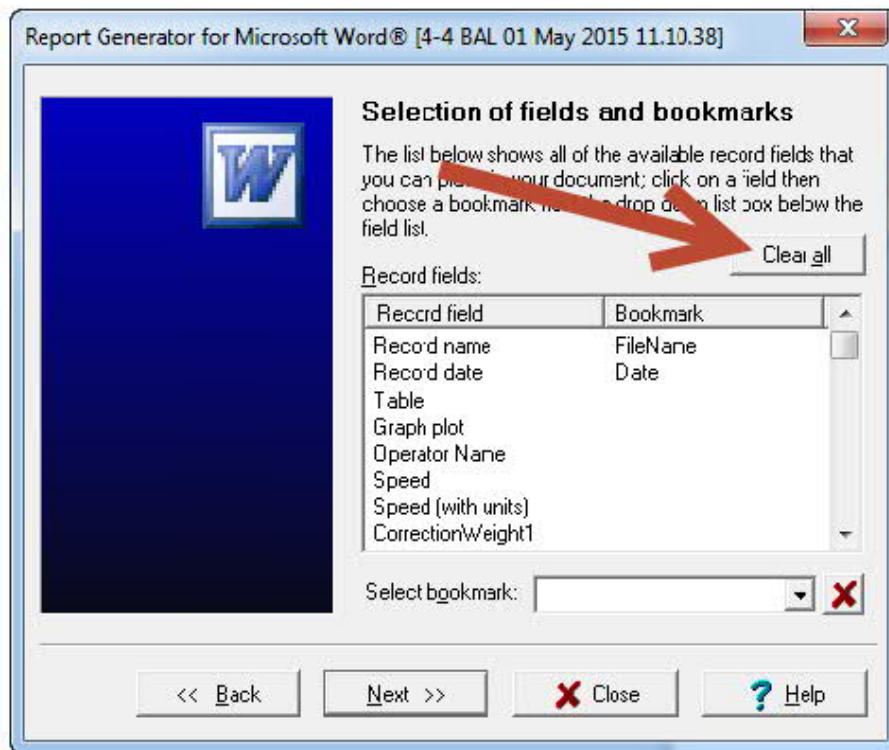


Figure 2. Clearing all existing bookmarks

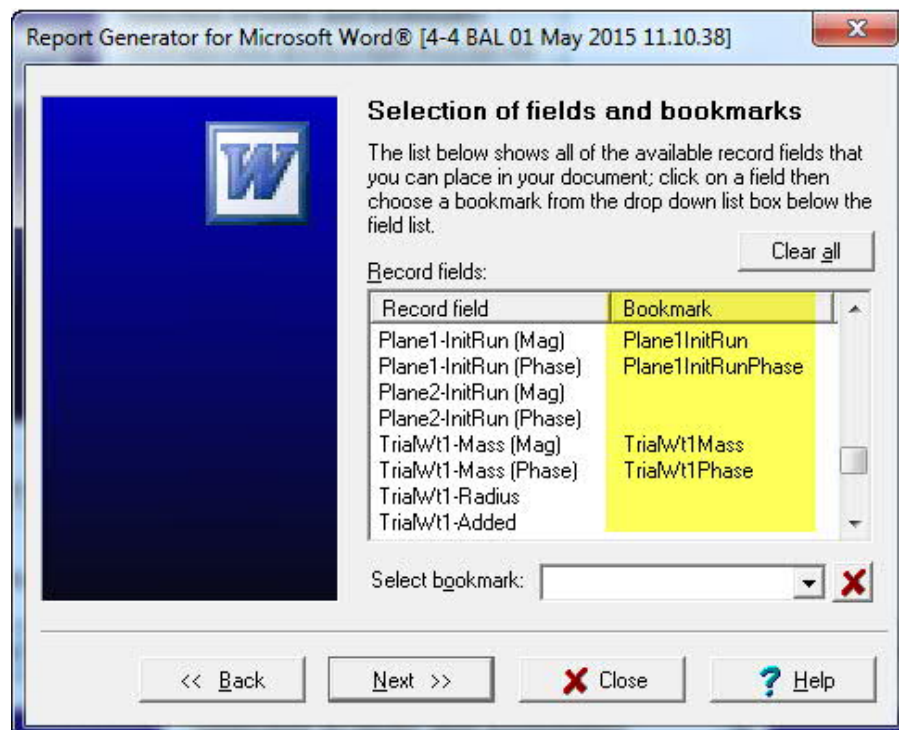


Figure 3. Selecting the correct bookmarks

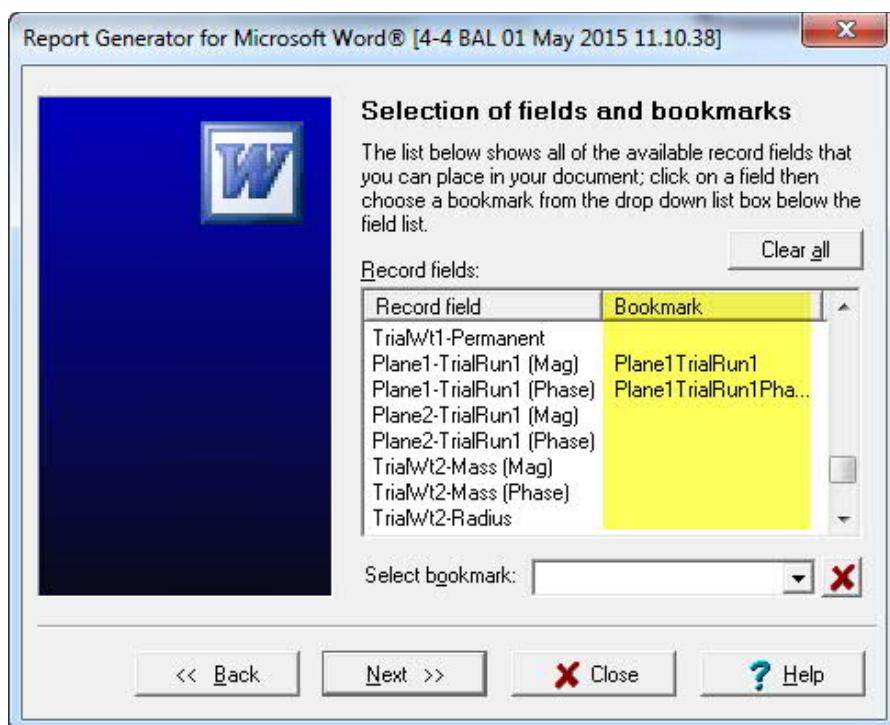


Figure 3. Selecting the correct bookmarks, continued

Once these values are correctly setup, the Single Plane Balance Report will print out without errors.

For further assistance, please contact the Technical Support Group by phone at 1-858-496-3627, or by e-mail at TSG-CMC@skf.com.