

# Knowledge Base Article

Product Category: Software  
Product: CMSW7400 – SKF @ptitude Analyst  
Version: 8.1

## Abstract

This knowledgebase article provides necessary steps for further investigation in case an SKF @ptitude Analyst installation fails or “rolls back.”

## Overview

The first course of action after an installation of SKF @ptitude Analyst fails is to obtain a copy of the installation verbose log file and email it to software engineering for further analysis.

1. Redirect the user's Temp folder (environment variable) to a folder at the root of the C: drive that the local administrator user just created, and then
2. Install SKF @ptitude Analyst 2013 from the setup package (found in ...Common\Users\S. Gallaher\@A2013 Rev. B (v8.0.168.0) Install Fix folder), x86 or x64. This should be dated April 2015.

Note: The most recent pair of setup files (June 2015) have all of the InstallScript custom actions disabled, so if successful, the user would need to run the \_RepairReg.bat file (as Administrator) found in the SKF-RS folder, post-install. We do not recommend trying this setup until the above is attempted first and see a verbose log that indicates that an InstallScript CA has failed.

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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](mailto:TSG-CMC@skf.com).