

Knowledge Base Article

Product Category: Software

Product: CMSW7490 - SKF @ptitude Analyst RDC Suite

Version: All

Abstract

A connection is attempted to any SKF Remote Desktop Cloud (RDC) server and the following error appears:



This article illustrates this issue where SKF Remote Desktop Cloud (RDC) Home will not come up for any server.

Overview

If the error above is encountered while trying to connect to an SKF RDC server, try visiting <http://www.skf.com> to see if the same error appears. If so, wait until skf.com has returned to normal operation and RDC Home will work again.

The reason that this happens is that RDC Home users are authenticated through skf.com. If skf.com is down, RDC Home will be down.

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.