

Knowledge Base Article

Product Group: Microlog Analyzer
Product: CMXA Series
Version: N/A

Abstract

When attempting to run SOTI Pocket Controller, an error appears on the SKF Microlog Analyzer saying the application cannot be installed due to an invalid setup file.

Overview

This issue happens on occasion when files associated with the SOTI application are not installed correctly on the device. Usually, a Force Clean Boot on the Microlog Analyzer will fix the problem.

After the Force Clean Boot, reconnect the Microlog to the computer and run the SOTI desktop application again to reinstall the necessary files onto the handheld. The program should install correctly this time.

For further assistance, please contact the Technical Support Group by phone at 1-800-523-7514 option 8, or by e-mail at TSG-CMC@skf.com.