

# Knowledge Base Article

Product Group: Software  
Product: CMSW7400 - @ptitude Analyst  
Version: All

## Abstract

When logging in to the SKF @ptitude Monitoring Suite software and the hierarchy displays, an error message appears. [Figure 1]

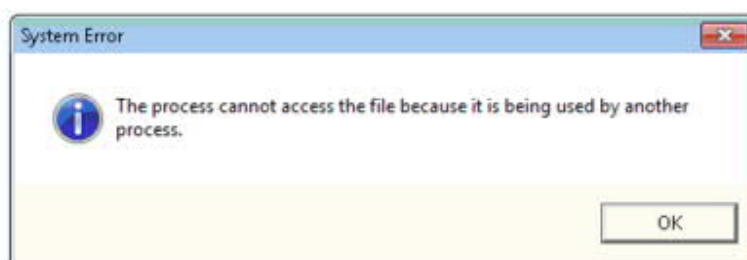


Figure 1. "The process cannot access the file because it is being used by another process."

## Overview

This error message is generally caused by a failed upload or an upload that for some reason crashed before completing.

To resolve this, follow the steps below.

1. Close out of the SKF @ptitude software.
2. Open Windows Explore and type %temp% in the address bar, then press Enter.
3. Change the view to details and look for files that begin with "BAK" and "MAULF" and delete them. [Figure 2]



Figure 2. Example of MAULF file

4. Also, in the application, open the System Information window (in the View menu) and look for the date/time when the upload failed. An entry will appear with the file name. [Figure 3]

Date/Time	Event	Type	Machine	POINT	Host	DAD type	Device	User
3/7/2014 4:08:30 PM	Login	Access						GREGP
3/7/2014 4:05:16 PM	Logout	Access						GREGP
3/7/2014 3:58:10 PM	Upload: 1 POINTs processed	Data Collection				Microlog A...		GREGP
3/7/2014 3:58:08 PM	Failed to process packet 0 in file C:\Windows\TEMP\MAULF_GREGP_20131128120022.2	Data Collection				Microlog A...		GREGP
3/7/2014 3:57:32 PM	Access	Access						GREGP
3/7/2014 3:57:32 PM	Logout	Access						GREGP

Figure 3. System Information window

- Once the file(s) are located, select and delete them.
- Log back in to the SKF @ptitude software to see if the error message still displays.

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

