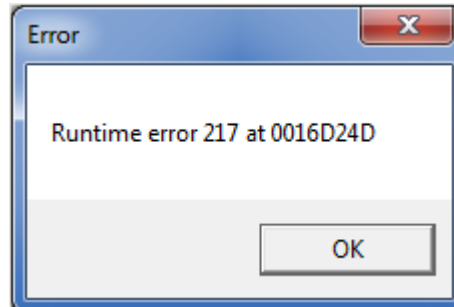`

Knowledge Base Article

Product Group: Software
Product: DMX Manager Software Suite
Version: v05.00 (build 061009)

Abstract

DMx Manager Tools displays an error when executed on a Windows 7, 64-bit operating system. [Figure 1]

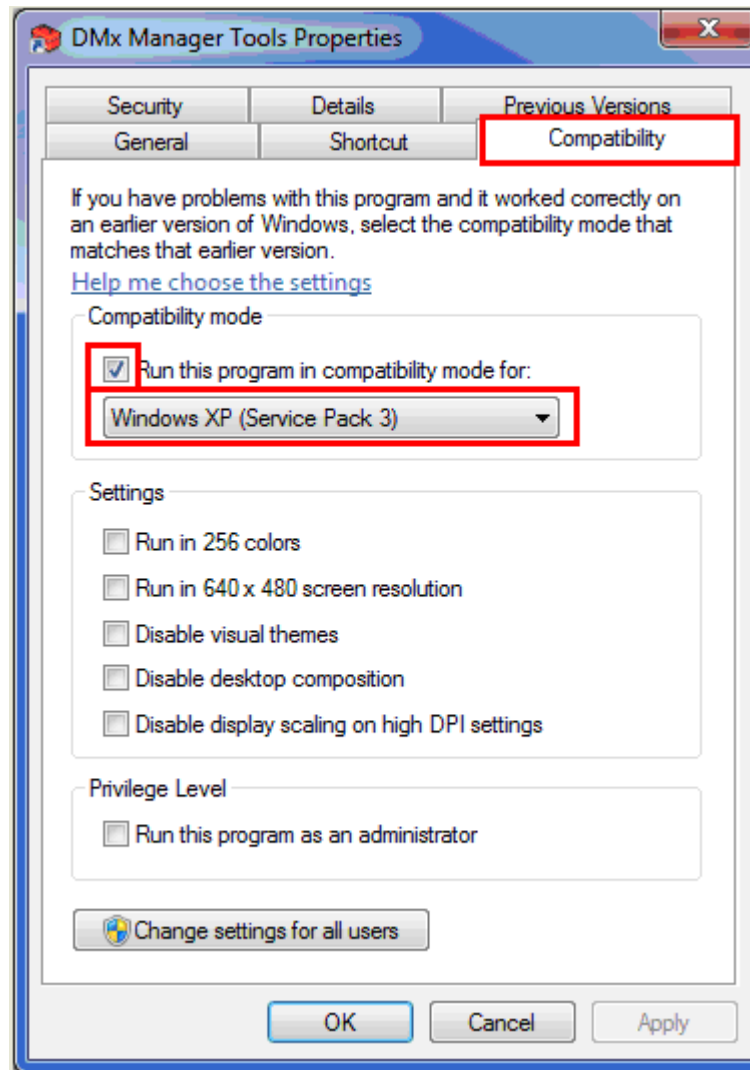**Figure 1.** "Runtime error 217 at 0016D24D"

Overview

SKF @ptitude Analyst DMx Manager Software Suite will *install* without any problems on a Windows 7, 64-bit operating system. All installed features from the DMx software installation run without any problems, except for DMx Manager Tools.

When launched, DMx Manager Tools generates the error message shown in Figure 1 above. The only option is to click the [X] in the upper right corner or **OK** to close the error message.

To run DMx Manager Tools on a Windows 7, 64-bit OS, do the following:

1. In the **Start** menu, right-click on DMx Manager Tools application and select **Properties**.

2. Select the **Compatibility** tab.

3. Check the option, "Run this program in compatibility mode for:".

4. From the drop down list, select **Windows XP (Service Pack 3)**. [Figure 2]

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Figure 2. DMx Manager Tools Properties

5. Click **Apply**, and then click **OK**.

6. Run the DMx Manager Tools application again.

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.

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