

Knowledge Base Article

Product Group: Software

Product: CMSW7320; CMSW7321 – SKF @ptitude Analyst Thin Client Transfer

Version: N/A

Abstract

SKF @ptitude Analyst Thin Client Transfer (TCT) is capable of running on a 32- or 64-bit Windows 7 computer. All permissions to SKF directories are generally set correctly during the installation. However, when the application is launched (after establishing a Windows Mobile Device Center connection with a handheld device), an error message is displayed. [Figure 1] This article provides a quick solution to this error.

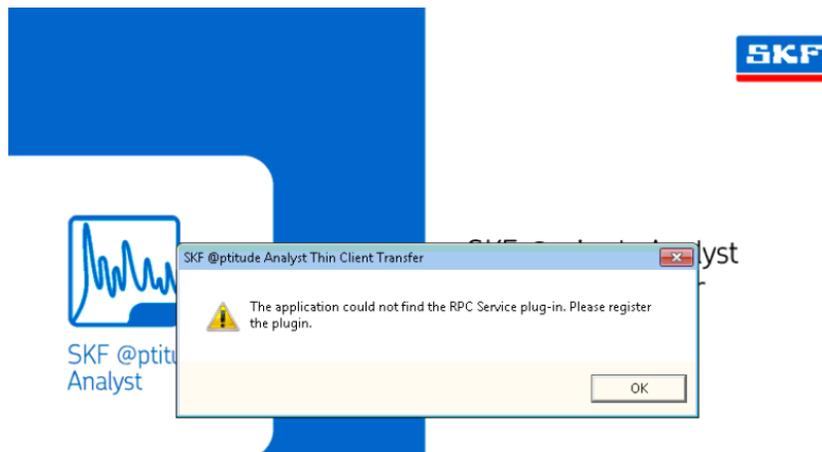


Figure 1. "The application could not find the RPC Service plug-in. Please register the plugin."

Overview

A plug-in does NOT need to be registered, and the application does NOT need to be re-installed. Instead, the steps below should be followed to correct the error.

1. Right-click on the TCT shortcut and select **Properties**. [Figure 2]

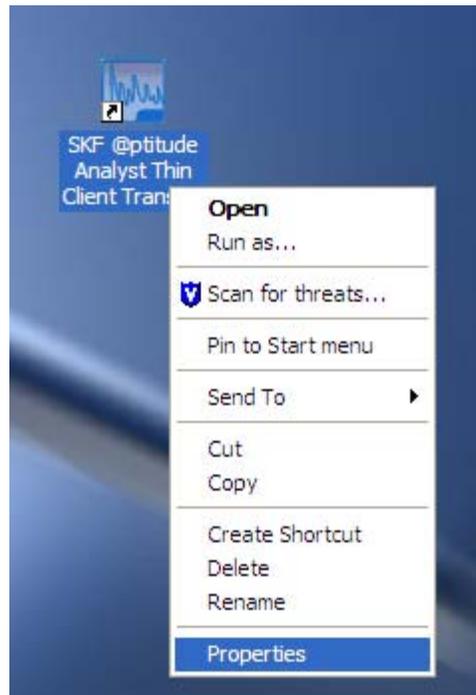


Figure 2. TCT shortcut

2. In the Properties dialog, click on the **Compatibility** tab. [Figure 3]

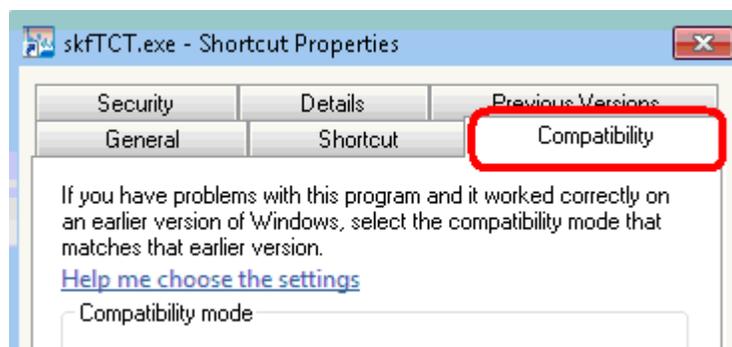


Figure 3. Compatibility tab

3. Check the box "Run this program in compatibility mode for:" and select **Windows XP (Service Pack 3)** from the drop-down list. [Figure 4]

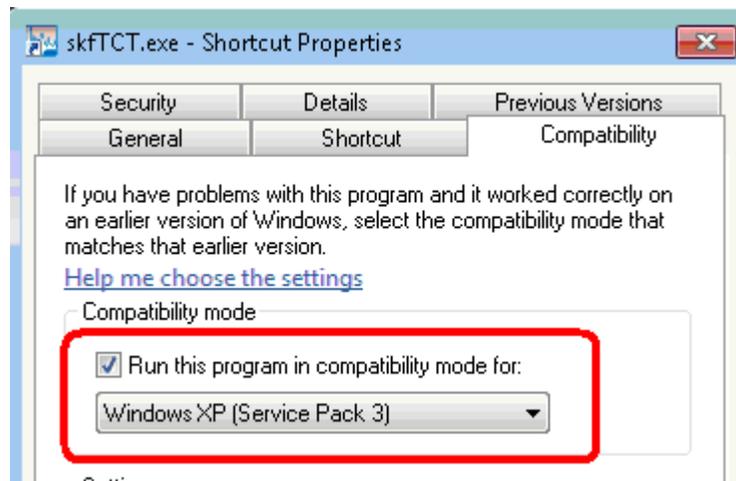


Figure 4. Select the compatibility mode

4. Click **OK**.
5. Launch TCT again. The error will no longer be displayed.

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