

## 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 32or 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]

<b>2</b>	
SKF @ptitu Analyst Th	de in
Client Tran:	Open
	Run as
	💟 Scan for threats
	Pin to Start menu
_	Send To
	Cut
-	Сору
	Create Shortcut
	Delete
	-



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]

🔁 skfTCT.exe - Sho	rtcut Properties	<b>-X</b>		
Security	Details	Previous Versions		
General	Shortcut	Compatibility		
If you have problems with this program and it worked correctly on an earlier version of Windows, select the compatibility mode that matches that earlier version. <u>Help me choose the settings</u> Compatibility mode				
Run this program in compatibility mode for:				
Windows XP (Service Pack 3) 👻				
Figure 4	. Select the con	npatibility mode		

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

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