

Knowledge Base Article

Product Group: Software Product: CMSW7400 - @ptitude Analyst Version: N/A

Abstract

When the SKF @ptitude Transaction Service is created with domain information as part of the service but the computer goes off the network, the service will not start until it is set up to log in as a Local System account. The error message, *"Failed to load Reading Manager and/or Alarm Manager,"* will be displayed. This article provides instructions on how to change the settings of SKF @ptitude Transaction Service so that it logs in as a Local System account.

Overview

If the Transaction Server error in Figure 1 is encountered, follow the instructions below to change the SKF @ptitude Transaction Service settings so that it logs in as a Local System account.

Event Proper	ties					? ×
Event						
Date: Time: Type: User: Computer:	2012/05/30 08:45:10 AM Error N/A SAWITCZC20	Source: Category: Event ID: 08BD81	SKF @p None 0	ititude Transa	actio	 ↑ ↓ ₽
Description	1:					
The description for Event ID [U] in Source [SKF @ptitude I ransaction Server] cannot be found. The local computer may not have the necessary registry information or message DLL files to display messages from a remote computer. You may be able to use the /AUXSOURCE= flag to retrieve this description; see Help and Support for details. The following information is part of the event: Failed to load Reading Manager and/or Alarm Manager.]						
Data: 💿 Bytes 🔿 Words						
						A V
		0	К	Cancel		Apply

Figure 1. Transaction Server error



- 1. Right-click on **My Computer** and select **Manage**.
- 2. Expand **Services and Applications** by clicking the [+] sign, and then highlight **Services** underneath it.
- 3. In the main window, right-click on **SKF @ptitude Transaction Server** and select **Properties**. [Figure 2]

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Devended (Standard)		All Tasks	•	Local System		
			Refresh			
			Properties			
		T	Help		•	

Figure 2. SKF @ptitude Transaction Server service

- 4. Select the Log On tab.
- 5. The first radio button **Local System account** [Figure 3] should be selected by default. Ensure this option is selected, and then press the **[OK]** button.



SKF @ptitude Transac	tion Server Properties (Local Co ? 🛽					
General Log On Reco	very Dependencies					
Log on as:						
 Local System accourt 	vt					
Allow service to interact with desktop						
This account:	Browse					
Password:						
Confirm password:						
You one cookle or disph	In this service for the bardware profiles listed below:					
Hardware Profile	Service					
Undocked Profile	Enabled					
	Enable Disable					
	OK Cancel Apply					



Figure 3. Local System account

6. Restart the SKF @ptitude Transaction Server service.

If the above procedure does not work, try selecting the second radio button **This account**, then enter the user ID and password that is used to log in to the PC.

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>.

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