

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.

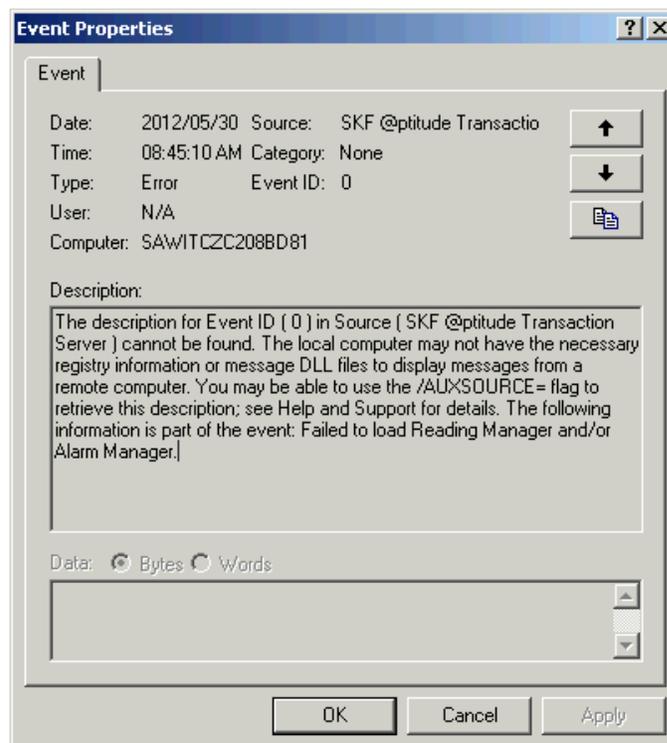


Figure 1. Transaction Server error

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]

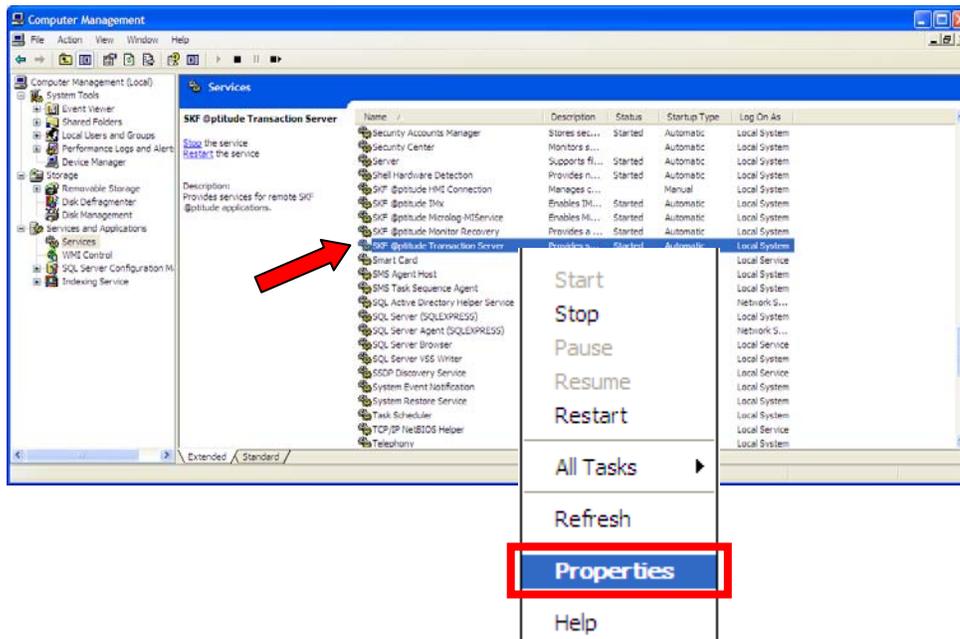


Figure 2. SKF @ptitude Transaction Server service

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.

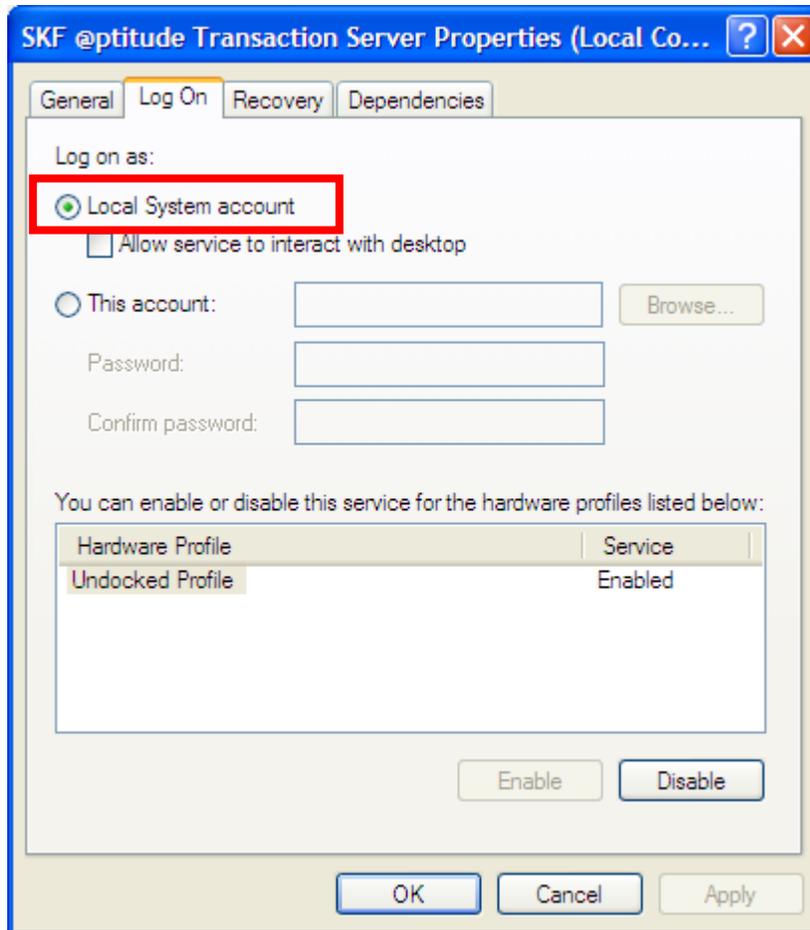


Figure 3. Local System account

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 TSG-Americas@skf.com.