

Knowledge Base Article

Product Group: Software

Product: @ptitude Analyst Applications and AddOns

Version: 4.1 and later

Abstract

Often, users are not given “Administrative” rights to their computers, which in turn may result in SKF @ptitude Analyst applications not working properly.

This document describes how to enable the correct user rights for a specific folder to allow the ARM icons to appear and the ARM modules to be accessible in the application.

Overview

A problem with the ARM AddOn not starting may be due to insufficient user account rights, particularly as a result of restricted permission on a set of EventLog registry settings.

As part of the startup process, the ARM AddOn attempts to create a custom EventLog and modify the settings for it. If the user account does not have permission to write to the registry settings that the ARM AddOn is attempting to update, the initialization fails to complete. Granting write permissions to the registry settings for this custom EventLog corrects the issue.

To successfully grant the necessary write permissions, follow the steps below.

1. Log in to the problem PC with **Administrative** rights.
2. Next, open up the **registry** and enter following path:

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\  
EventLog\SKF_Application
```

- It is in the **SKF_Application** folder where the *write* permissions need to be granted. After selecting the SKF_Application folder, click **Edit → Permissions...** [Figure 1]

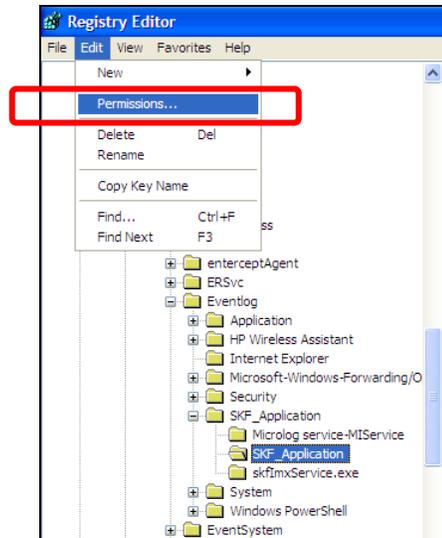


Figure 1. Permissions

- If the user account is there, select it and ensure that the “Full Control” box is checked. [Figure 2] If the user account is not present in the list, click the [Add] button, type the user account into the text box, and then click [OK]. When the user account appears in the list, select it and place a check in the box labeled “Full Control”.

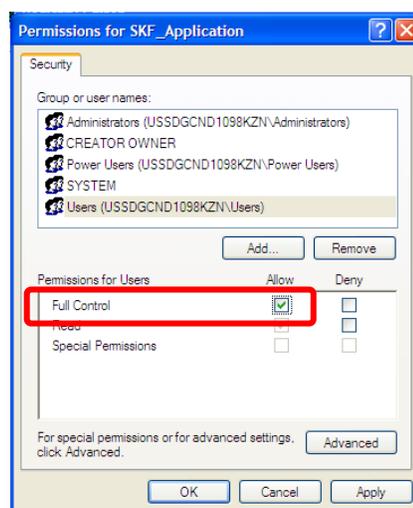


Figure 2. Allow full control

5. Close down all applications and log out of the PC.
6. Log back into the PC as the user and launch the SKF @ptitude Analyst application. The ARM module should now appear as icons and in the **Help → About** box as Xmodules.

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.

