

Knowledge Base Article

Product Group: Software

Product: CMSW7400 - @ptitude Analyst

Version: N/A

Abstract

After logging into SKF @ptitude Analyst, the following error is encountered and the application crashes.

Error Signature

```
AppName: skfanalyst.exe
AppVer: 6.3.0.2
ModName: msvcr100.dll
ModVer: 10.0.30319.415
Offset: 0008cb95
```

This article provides a resolution to the issue.

Overview

This error is typically related to an unprocessed upload file (MAULF file) sitting on the Transaction Service PC or one of the clients.

Follow the steps below to remove the corrupt file:

1. Open Windows Explorer. [Figure 1]

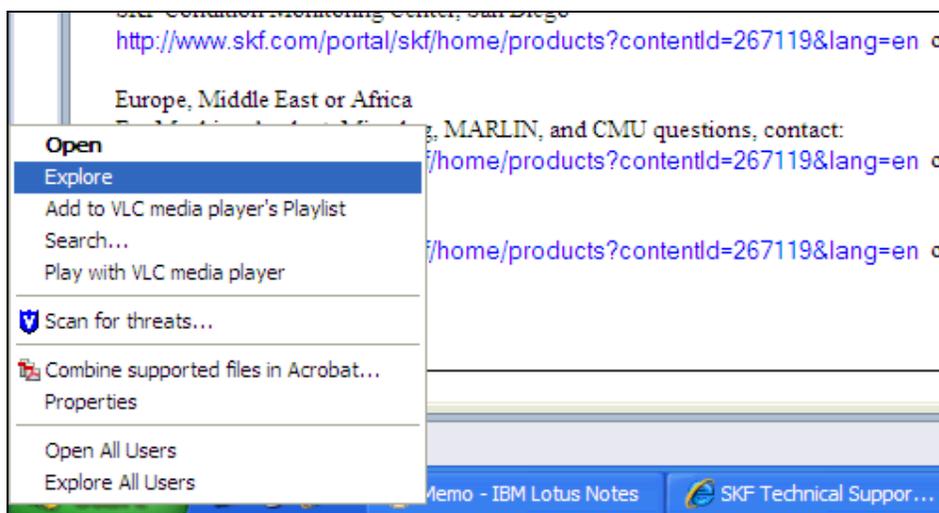


Figure 1. Windows Explore

- In the address field, type in: **%temp%**. [Figure 2]

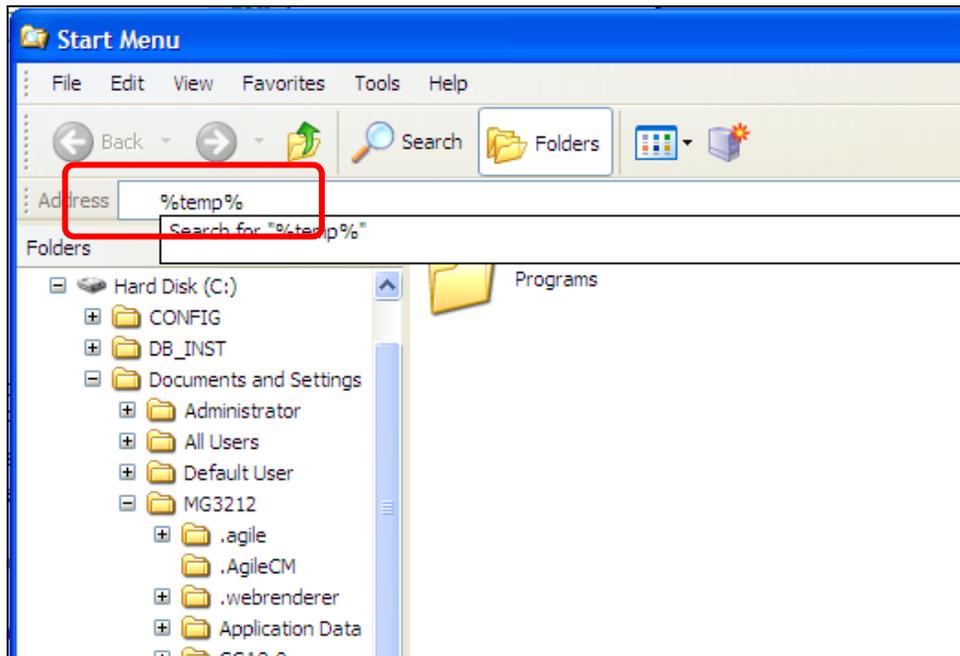


Figure 2. Search for %temp%

- Press [Enter] on the keyboard.
- The search will display a temporary Windows directory. Once there, look for any files named **MAULF*.***.
- Delete any files resembling this. Those are typically unprocessed or corrupt files. There may also be files with the name ***.2**. Delete these files as well.
- Once done, restart the SKF @ptitude Transaction Service.
- Launch the SKF @ptitude Analyst application.

Another way to locate bad files is by performing a search on the PC for ***.2** or **“MAULF*”**.

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.