

Knowledge Base Article

Product Group: Software

Product: CMSW7300 @ptitude Analyst for SKF Microlog Analyzer

Version: 6.3.0.2

Abstract

This article provides a solution to an issue a user may encounter that causes SKF @ptitude Analyst to close when trying to insert a new set into a hierarchy. The user may find this issue after upgrading to SKF @ptitude Analyst [CMSW7400], or after installing SKF @ptitude Analyst for SKF Microlog Analyzer [CMSW7300].

Overview

The following commands will expose and resolve a duplicate record issue that may occur after upgrading to CMSW7400 or installing CMSW7300.

To verify whether a duplicate record exists, execute the following statement:

```
Select Signature from Tool where DLLName =  
'SKFAnalyst.exe';
```

If the two records listed below are returned in the results, the *Analyst* record will need to be deleted:

- Signature = 'SKFCM_Analyst_Application'
- Signature = 'SKFCM_Suite_Application'

Use the following statement to delete the invalid *Analyst* record:

```
Delete from Tool Where Signature =  
'SKFCM_Analyst_Application' and DLLName =  
'SKFAnalyst.exe';  
Commit;
```

For further assistance, please contact the Technical Support Group by phone at 1-800-523-7514 option 8, or by email at tsg-america@skf.com.