

Knowledge Base Article

Product Group: Software

Product: CMSW7400 - SKF @ptitude Analyst

Version: N/A

Abstract

When attempting to log in to SKF @ptitude Analyst, the error message in Figure 1 appears. This article describes how to fix the problem.

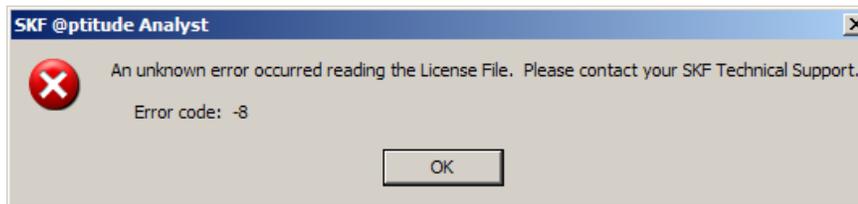


Figure 1. “An unknown error occurred reading the License File. Error code: -8”

Overview

This message is an indication that the License Key Manager cannot find the specified license key file. To resolve the issue, the following procedure can be used.

1. Explore the C:\Program Files\SKF-RS folder (or C:\Program Files (x86)\SKF-RS for Windows 7 64-bit operating system). To explore, right click on the Start button and choose Explore, then navigate to the folder.
2. Highlight the **LicenseMgr.exe.config** file and press the Delete key to remove it.

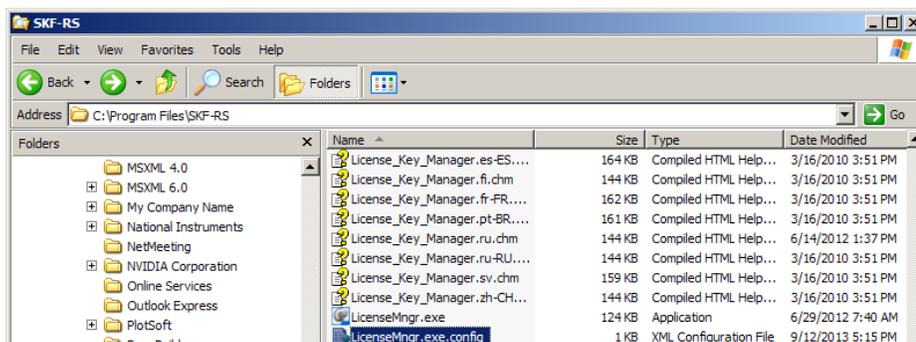


Figure 2. LicenseMgr.exe.config file

3. Start the License Key Manager by selecting **Start > All Programs > SKF @ptitude Monitoring Suite > Admin Tools > License Key Manager**.
4. The default location and file name for the license key file is:
 C:\Program Files\SKF-RS\LicFile.alf (for 32-bit operating systems)
 C:\Program Files (x86)\SKF-RS\LicFile.alf (for 64-bit operating systems)
5. Go to **File > Save As...** [Figure 3] to navigate to the default location and create a new license file. [Figure 4]



Figure 3. File > Save As...

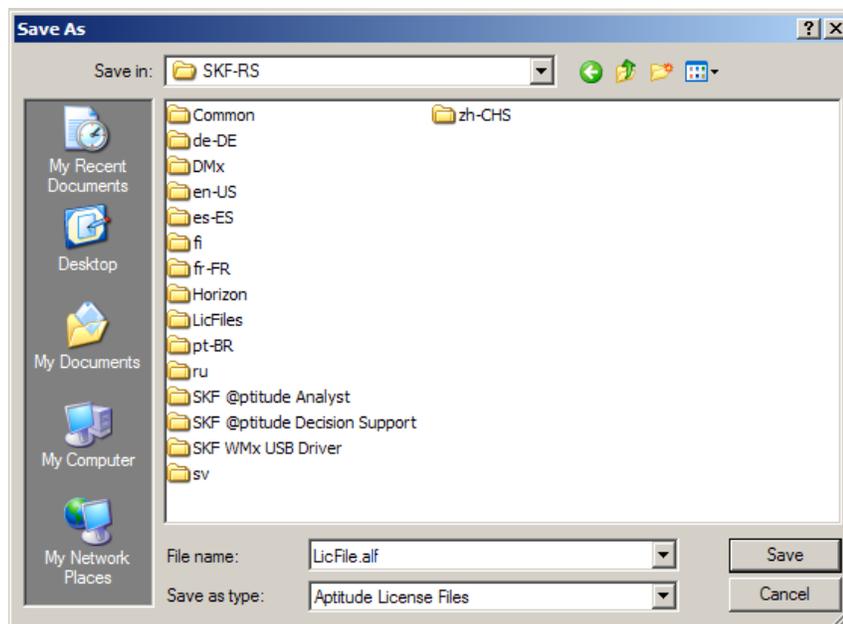


Figure 4. Saving new license file

6. Add your license keys to the License Key Manager. [Figure 5]

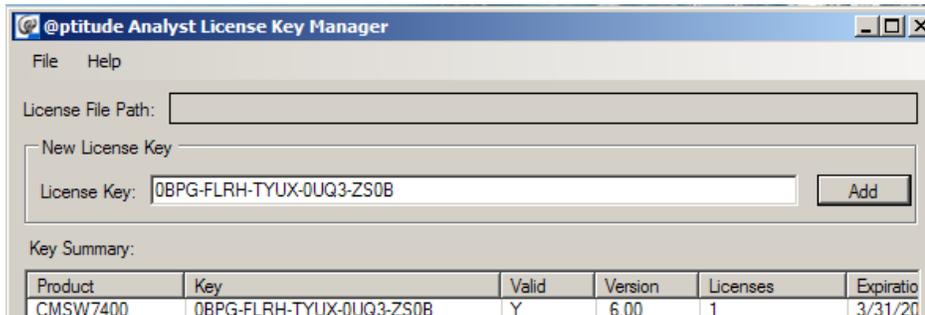


Figure 5. Adding new license keys

7. Next, go to **File > Use File...** [Figure 6] and select **OK** at the warning. [Figure 7]

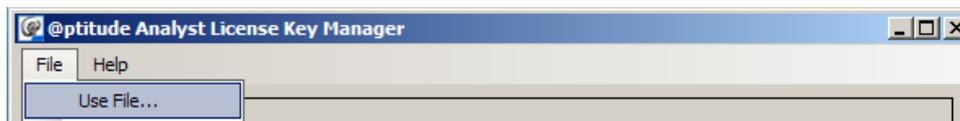


Figure 6. File > Use File...



Figure 7. Warning message

8. Select the license file just created and click on **Open**. [Figure 8] This step recreates the required LicenseMngr.exe.config file.

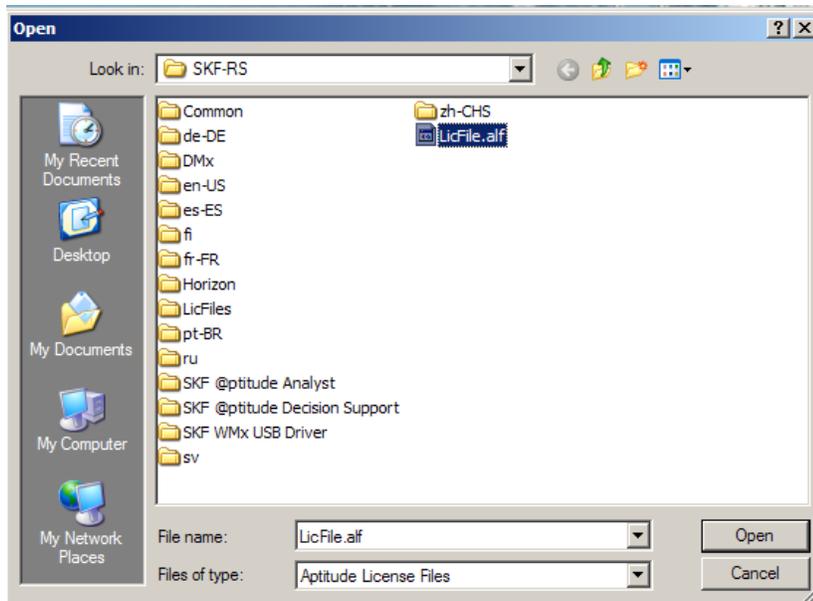


Figure 8. Open newly created LicFile.alf

Once this process has been completed and a valid license key has been added to the License Key Manager, SKF @ptitude Analyst will start up normally.

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.