

# Knowledge Base Article

**Product Group:** Software

**Product:** CMSW7400 - @ptitude Analyst

**Version:** N/A

## Abstract

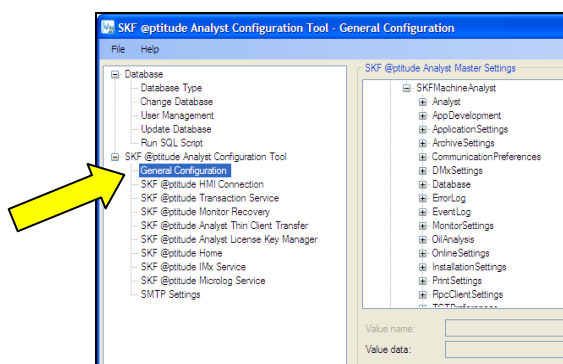
After an upload is initiated from the Microlog Transfer menu in SKF @ptitude Analyst, a generic Windows application crash error dialog appears. When the dialog is closed, the @ptitude Analyst application terminates. This article provides steps to resolve the error.

## Overview

This failure occurs when the application tries to allocate memory in order to process an upload file. The default memory allocation size in the application is 100 MB. If the PC does not have enough memory to process the upload file or the memory is too fragmented to find that large of a block, the application crashes.

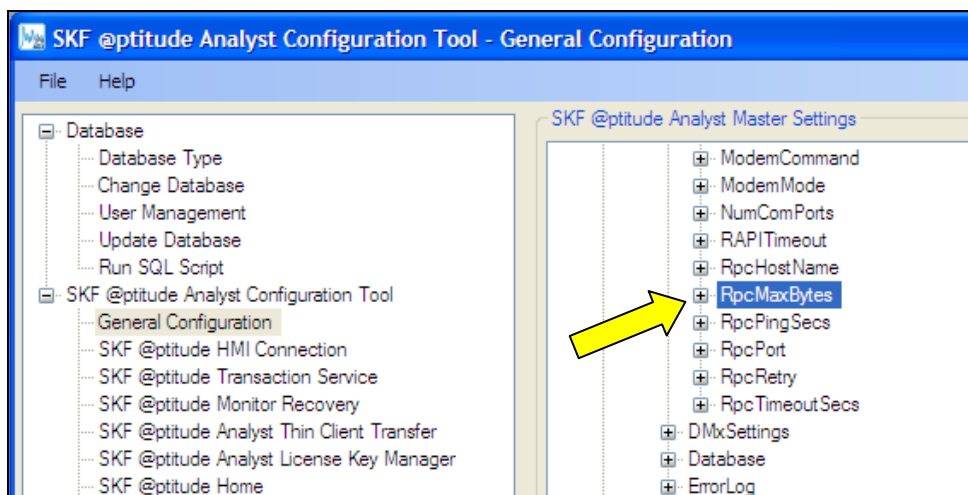
Adding more memory to the PC would be the ideal solution; however, the steps outlined below may be used as a work-around to change the default memory allocation value.

1. First, check the memory usage on the PC through **Task Manager**.
2. Next, launch SKF @ptitude Analyst Configuration Tool by going to **Start > Programs > SKF @ptitude Monitoring Suite > Admin Tools > SKF @ptitude Analyst Configuration Tool**.
3. Select **General Configuration** in the left window. [Figure 1]



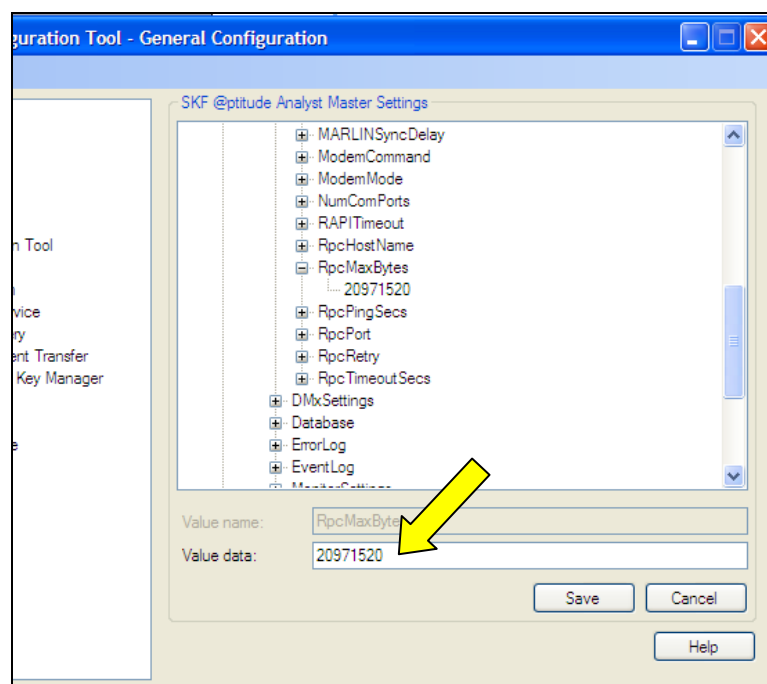
**Figure 1.** Configuration Tool

4. In the right window, expand **CommunicationPreferences**, and then select **RpcMaxBytes**. [Figure 2]



**Figure 2.** RpcMaxBytes setting

5. Change the value of RpcMaxBytes from 104857600 to **20971520** [Figure 3], and then click **Save**. This new value will set the memory allocation size to 20 MB instead of the default 100 MB.



**Figure 3.** Change RpcMaxBytes value

6. Close the Configuration Tool and launch @ptitude Analyst, then attempt the upload again.
7. If the issue is no longer present, repeat steps 1-5, each time increasing the memory allocation size by 20 MB. The purpose of this step is to figure out the maximum size the system can handle without the application crashing. **@ptitude Analyst will be limited to a file upload size of whatever this value ends up being.**

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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](mailto:TSG-Americas@skf.com).

