

Knowledge Base Article

Product Group: Software

Product: CMSW7400 @ptitude Analyst

Version: N/A

Abstract

This article provides instructions on how to create an analyst.log file for troubleshooting purposes, and where to locate the file after SKF @ptitude Analyst runs in `-dev -trace` mode. This article also explains how to save an Event Log.

Overview

An **analyst.log** file is used by SKF technicians for the purpose of software-related troubleshooting. When an issue is encountered in @ptitude Analyst, the application should be run in `-dev -trace` mode. This will create an analyst.log file, which will document any errors that the program encounters.

Follow the instructions below to run @ptitude Analyst in `-dev -trace` mode:

1. Create a shortcut for the file, **skfAnalyst.exe**. This file is located in **x:\Program Files\SKF-RS\SKF @ptitude Analyst** (x = your drive, typically your C: drive).
2. Right-click on the shortcut and select **Properties** from the drop-down menu.
3. Click on the **Shortcut** tab.
4. In the **Target** field, add a space after the path, and then type in the following command line parameter [Figure 1]:

`-dev -trace:-1`

5. Press [Apply] to save the changes, and then press [OK] to exit from the Properties window.

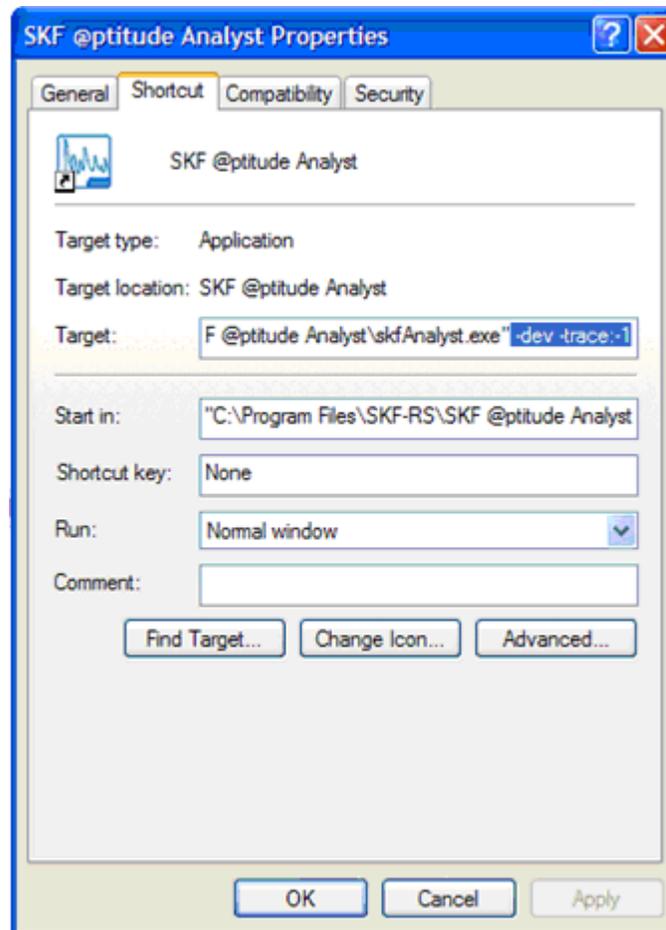


Figure 1. @ptitude Analyst Properties

6. Launch the SKF @ptitude Analyst application by double-clicking on the shortcut.
7. The application is now running in -dev -trace mode. Try replicating the problem so that the analyst.log file can document the errors.
8. If any error messages appear while attempting to duplicate the issue, capture them in screen shots and paste them into a Word document.

9. Email the Word document along with the analyst.log file to TSG-Americas@skf.com.

The analyst.log file can be found in the following location:

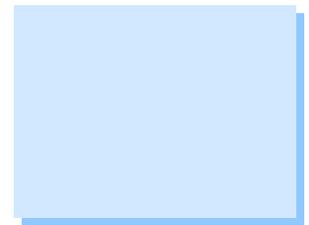
@ptitude Analyst v6.0MR1 or newer

- Windows XP or Windows 2003 server = C:\Documents and Settings\All Users\Application Data\SKF\@ptitude Analyst\Log\
- Windows 7 or Windows 2008 Server = C:\Program Data\SKF\@ptitude Analyst\Log\

@ptitude Analyst v6.0 or older

- C:/

Note: The **-dev -trace:-1** command works in newer versions of @ptitude Analyst. If this command does not work in version 4.1.2, try replacing the '-1' with 'FFFFFFF'.



Event Log

The **Event Log** may also be useful to TSG in troubleshooting the issue. Follow the instructions below to save the Event Log:

1. In @ptitude Analyst, go to **View → System Information**.
2. Double-click on the Event Log folder.
3. Right-click anywhere in the right hand window (where the events are listed) and select **Save to File** from the drop-down menu. [Figure 2]

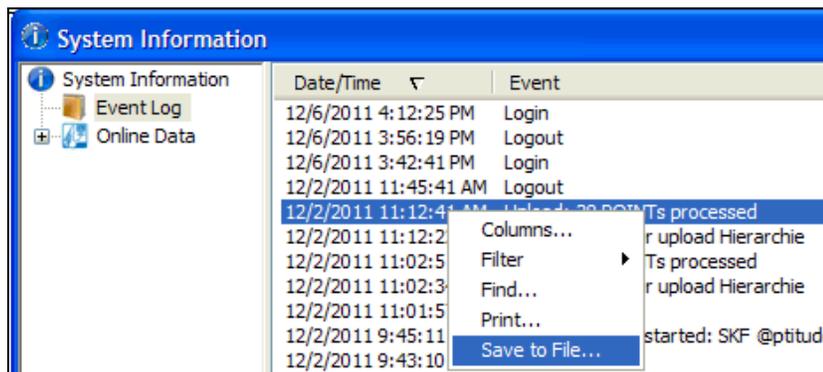


Figure 2. System Information

4. Save the file to a desired location and then email the file to TSG-Americas@skf.com.

These log files will help TSG in troubleshooting software-related issues.

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.