

Inquire – Knowledge Base Article

Product Group: Software

Product: CMSW7400 @ptitude Analyst

Version: 5.0

Abstract

This article provides suggestions to resolve a USB communications error in the Marlin/Microlog, related to the message, “Failed to complete USB Upload. To avoid data loss, please press the upload button again”.

Overview

This issue has to do with a RAPI timeout (USB communications) issue between the Marlin/Microlog and either @ptitude Analyst or @ptitude Analyst Thin Client Transfer (TCT).

To resolve the issue, add a string-type registry value of ‘20000’ called “RAPITimeout” (this is a millisecond timeout) at:

HKEY_LOCAL_MACHINE > SOFTWARE > SKF Condition Monitoring >
SKF Machine Analyst > Communication Preferences > RAPITimeout

It is also recommended that ROUTEs be divided into parts to improve performance if possible, instead of having too many routes loaded onto the Marlin/Microlog at once.

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.