

Knowledge Base Article

Product Category: Software
 Product: CMSW7700 - @ptitude Monitoring Suite
 Version: 8.1

Abstract

The procedure below outlines the steps needed to place the SKF @ptitude Transaction Server service in debug mode.

Overview

The steps summarized below should be followed when placing the SKF @ptitude Transaction Server service in debug mode:

- Stop and unregister SKF @ptitude Transaction Server service
- Configure SKF @ptitude Transaction Server service for debug
- Remove debug mode from SKF @ptitude Transaction Server service.
- Reconfigure SKF @ptitude Transaction Server service back to a service

Stop and unregister SKF @ptitude Transaction Server service

1. Open Windows Services on the computer hosting the SKF @ptitude Transaction Server service.
2. Next, highlight the service and click the Stop [Figure 1] button.

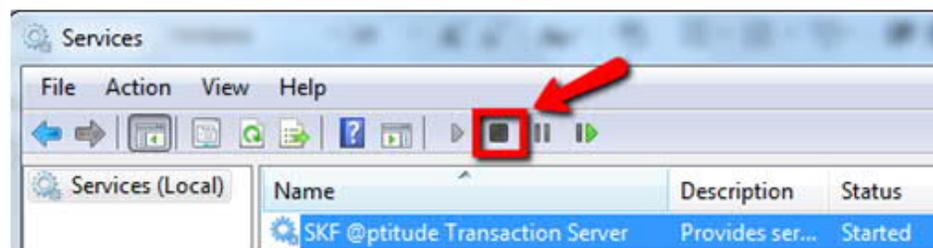


Figure 1. Stopping the SKF @ptitude Transaction Server service

- Once the service is stopped, open a command prompt (run as administrator). [Figure 2]

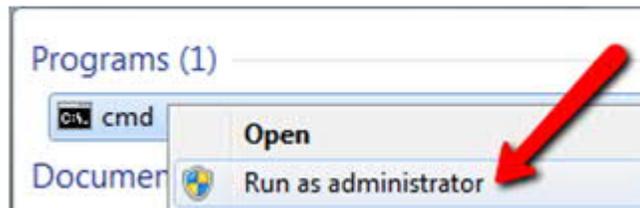


Figure 2. Running command prompt as administrator

- Change the path to the location where the SKF @ptitude Monitoring Suite application is installed. The default location is: C:\Program Files (x86)\SKF-RS\SKF @ptitude Analyst. [Figure 3]

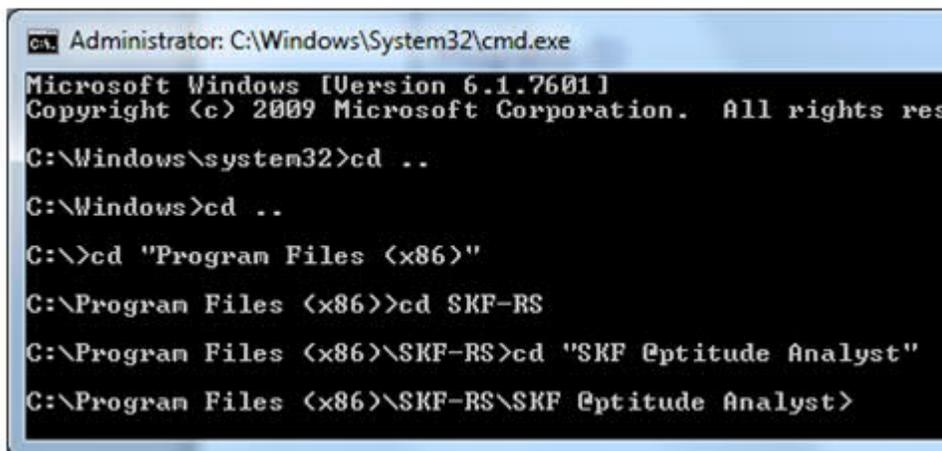


Figure 3. Changing path to installation location

- In the command prompt window, type `skfTransact.exe /UnRegServer` [Figure 4] and press Enter. If successful, the command prompt will return nothing.

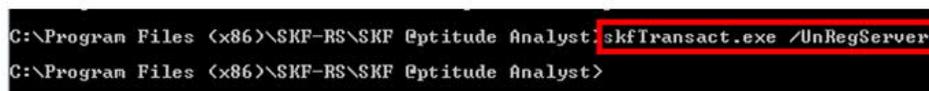


Figure 4. Entering the statement into the command prompt

- Open Windows Services and confirm the SKF @ptitude Transaction Server service is no longer there. [Figure 5] If the services window was already open, be sure to click the refresh button.

Name	Description	Status	Startup Type	Log On As
Shell Hardware Detection	Provides no...	Started	Automatic	Local System...
SKF @ptitude IMx-IMxS	Enables IMx...	Started	Automatic	Local System...
SKF @ptitude Microlog-Inspector	Enables Mic...	Started	Automatic	Local System...
Smart Card	Manages ac...		Manual	Local Service

Figure 5. SKF @ptitude Transaction Server service no longer showing in services list

Configure SKF @ptitude Transaction Server service for debug

- To start the skfTransact.exe as a process, at the cmd prompt, type skfTransact.exe / RegServer [Figure 6] and press Enter.

```
C:\Program Files (x86)\SKF-RS\SKF @ptitude Analyst>skfTransact.exe /RegServer
```

Figure 6. Registering the Transaction Server as a process

- Next, type skfTransact.exe -dev -trace:-1 [Figure 7] and press Enter.

```
C:\Program Files (x86)\SKF-RS\SKF @ptitude Analyst>skfTransact.exe -dev -trace:-1
```

Figure 7. Placing the Transaction Server in debug mode

- Open Task Manager, select the Processes tab, scroll to 'S' and locate skfTransact.exe. [Figure 8]

Image Name	User Name	CPU	Memory (...)	Description
skfImxService.exe *32	SYSTEM	00	11,192 K	SkfImxService
skfMicrologService.exe *32	SYSTEM	00	19,452 K	skfMicrologService
skfTransact.exe *32	64WIN...	00	16,796 K	SKF @ptitude Transaction Server

Figure 8. Locating skfTransact.exe in processes list

- Open Windows Explore and navigate to directory `C:\ProgramData\SKF\@ptitude Analyst\Log`. Confirm that an "Analyst.log" file with today's date/time exists. [Figure 9]

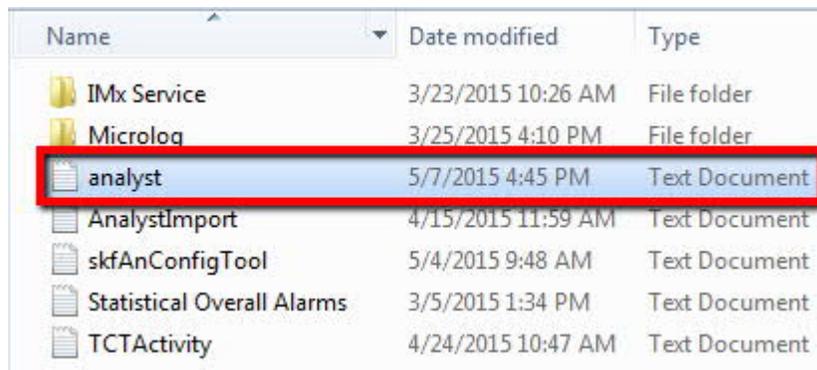


Figure 9. Confirming Analyst.log file exists

When the SKF @ptitude Transaction Server service is registered as a "process," it will run using the Windows user credentials that started it.

Perform the tests necessary to duplicate the problem. When all tests are complete, the SKF @ptitude Transaction Server service should be re-registered as a service.

Remove debug mode from SKF @ptitude Transaction Server service

- Open Task Manager and select the Processes tab. Right-click on `skfTransact.exe` and choose End Process. [Figure 10]

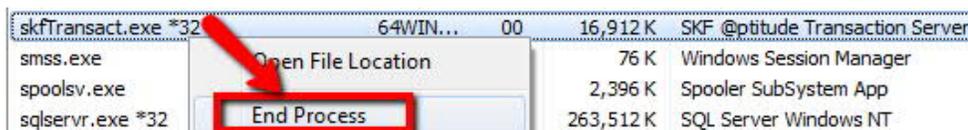


Figure 10. Ending process for skfTransact.exe

Reconfigure SKF @ptitude Transaction Server service back to a service

1. Once the process has been ended, in the command prompt window, type `skfTransact.exe /Service -u:TRANSACTIONSERVER,skf -a:skfuserts1,cm` [Figure 11] and press Enter.

```
C:\Program Files (x86)\SKF-RS\SKF @ptitude Analyst> skfTransact.exe /Service -u:TRANSACTIONSERVER,skf -a:skfuserts1,cm
C:\Program Files (x86)\SKF-RS\SKF @ptitude Analyst>
```

Figure 11. Registering Transaction Server service back to a service

2. Open Windows Services to confirm the SKF @ptitude Transaction Server service is listed. [Figure 12]

Name	Description	Status	Startup Type	Log On As
SKF @ptitude Transaction Server	Provides ser...		Manual	Local System...

Figure 12. SKF @ptitude Transaction Server listed in Windows Services list

3. Right-click the service, choose Properties, and change the startup type to "Automatic." Click Apply, and then click Start. [Figure 13]

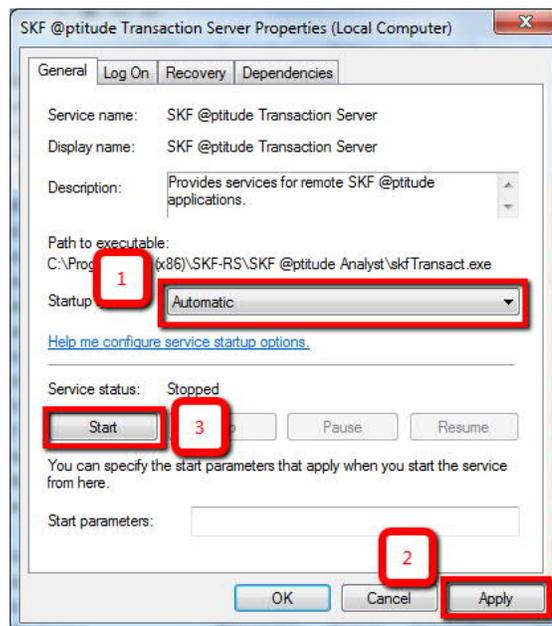


Figure 13. SKF @ptitude Transaction Server properties

4. The SKF @plitude Transaction Server service is now running as a service.

Please send the Analyst.log file along with any screen shots of error messages to TSG-Americas@skf.com.

For further assistance, please contact the Technical Support Group by phone at 1-858-496-3627, or by e-mail at TSG-CMC@skf.com.

