

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

http://www.skf.com/cm



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

Programs (1)	/
cmd	Open
Documer 🔫	Run as administrator 🥌

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: <u>C:\Program Files (x86)\SKF-RS\SKF @ptitude Analyst</u>. [Figure 3]



Figure 3. Changing path to installation location

5. 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



6. 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.

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

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

Configure SKF @ptitude Transaction Server service for debug

1. 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\SK	F @ptitude Analyst>skfTransact.exe /RegServer
Figure 6. Registering	the Transaction Server as a process
 Next, type skfTransac press Enter. 	ct.exe -dev -trace:-1 [Figure 7] and
C:\Program Files (x86)\SKF-RS\SKI 1 Figure 7. Placing the	Peptitude Analyst <mark>skfTransact.exe -dev -trace:-</mark> Transaction Server in debug mode
 Open Task Manager, and locate skfTransact Windows Task Manager 	select the Processes tab, scroll to 'S' .exe. [Figure 8]
File Options View Help	
Applications Processes Services Perfo	rmance Networking Users
Image Name	User Name CPU Memory (Description
skfImxService.exe *32	SYSTEM 00 11,192 K SkfImxService

SYSTEM

00

19,452 K skfMicrologService

skfMicrologService.exe *32



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

Name	 Date modified 	Туре
🐌 IMx Service	3/23/2015 10:26 AM	File folder
III Microlog	3/25/2015 4:10 PM	File folder
📄 analyst	5/7/2015 4:45 PM	Text Document
AnalystImport	4/15/2015 11:59 AM	Text Document
skfAnConfigTool	5/4/2015 9:48 AM	Text Document
Statistical Overall Alarms	3/5/2015 1:34 PM	Text Document
TCTActivity	4/24/2015 10:47 AM	Text Document

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.

<u>Remove debug mode from SKF @ptitude Transaction Server</u> <u>service</u>

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

skfTransact.exe *32	64WIN 00	16,912 K	SKF @ptitude Transaction Server
smss.exe spoolsv.exe	Open File Location	76 K 2,396 K	Windows Session Manager Spooler SubSystem App
sqlservr.exe *32	End Process	263,512 K	SQL Server Windows NT



<u>Reconfigure SKF @ptitude Transaction Server service back to a</u> <u>service</u>

 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.



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]





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

name:	SKF @ptitu	ude Transac	tion Serve	r	
ame:	SKF @ptitu	ude Transac	tion Serve	r	
on:	Provides services for remote SKF @ptitude #				
xecutabl	e:				
1	(x86)\SKF-R	S\SKF @pt	tude Analy	vst\skfTrans	act.exe
	Automatic	6			•
configure	e service sta	rtup options			
	Quand	4.213			
status:	Stopped				
art	3		Pause		Resume
specify t e.	he start para	meters that	apply whe	n you start t	he service
ameters:				_	
				2	
		ОК		Cancel	Apply
	ame: on: xecutable 1 configure status: at specify t a. ameters:	ame: SKF @ptitu on: Provides s application xecutable: 1 (x86)\SKF-R Automatic configure service sta status: Stopped art 3 specify the start para a. ameters:	ame: SKF @ptitude Transact on: Provides services for m applications. recutable: 1 (x86)\SKF-RS\SKF @ptitude 1 Automatic configure service startup options status: Stopped art 3 specify the start parameters that ameters: OK	ame: SKF @ptitude Transaction Serve on: Provides services for remote SKF applications. recutable: 1 K86)\SKF-RS\SKF @ptitude Analy Automatic configure service startup options. status: Stopped art 3 P Pause specify the start parameters that apply whe b. ameters: OK	ame: SKF @ptitude Transaction Server on: Provides services for remote SKF @ptitude applications. recutable: (x86)\SKF-RS\SKF @ptitude Analyst\skfTrans (x86)



4. The SKF @ptitude 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 $\underline{\text{TSG-CMC@skf.com}}$.

