

Knowledge Base Article

Product Category: Software

Product: CMSW7200; CMSW7300; CMSW7400 - @ptitude Software

Version: 8.0

Abstract

The checklist provided in this article can be used as a guide for SKF @ptitude Analyst client/server upgrades.

Overview

Preparation

- Obtain required software license key(s).
- Obtain required installation media and any maintenance release files.
- Determine the SKF @ptitude Analyst administrator username and password that will be used.
- Upload any current data from data collectors (e.g. Microlog Analyzers, Microlog Inspectors, etc.)
- Clear all routes from Microlog Analyzers.

Database Preparation

- Create a full, verified backup of the database at the current version.
- If Microsoft SQL Server database is detached for backup, re-attach and make sure that the Rebuild_loginname_username_links.sql script has been executed. Note that if the SKF @ptitude Analyst Configuration Tool > Change Database tool is used, the Attach/Switch button will run this script automatically.

On the Transaction Server Host

- Note the exact computer name for use in configuring the client transaction server connection.
- Verify that the current version of SKF @ptitude Analyst is operating after the database backup.
- Open the SKF @ptitude Analyst Configuration Tool and note the database connection information for reference.

- Uninstall the existing version of SKF @ptitude Analyst.
- Install the new base version of SKF @ptitude Analyst (do not install any patches at this time).
- Enter the required new license key(s).
- Open the SKF @ptitude Analyst Configuration Tool and verify or enter the database connection information.
- Use the Test DB and Set Active buttons to assure that the connection is good.
- Select the Update Database option and press the Get Version button to verify that the current database version is reported.
- Press the Update DB button to bring the database up to the newly installed version.
- Press the Get Version button once the update has completed to verify that the Current DB Version matches the Available DB Version.
- Leaving the configuration tool open, start up the SKF @ptitude software application from the Start menu.
- Login with username ADMIN and password skf (default) or use another user with administrator rights.
- Note that a red message will be displayed and the application and database will continue configuring the update.
- Once the application has started up the first time, note that there will be a "Transaction Server Unreachable" error displayed. This is normal at this point in the process.
- Exit from the application and return to the configuration tool.
- Select the SKF @ptitude Transaction Service. Allow the configuration tool to create a default transaction service.
- Note the port specified, as it will be needed for the client transaction server connection. The default is 8088.
- Select the Server Host radio button on the right side of the configuration tool. (An intermediate save may be required.)
- Highlight the "default" line on the right side of the configuration tool and press the Start button.

- When the transaction service has started, start up the SKF @ptitude software application and verify that the “Transaction Server Unreachable” error message is no longer present.
- If any maintenance release patches are to be installed, the transaction service can be stopped, the patch installed, the database updated, and the application can be tested as above.
- Both the SKF @ptitude software and the configuration tool can be closed if no further configuration is required for other services (see standard documentation for configuration of these services).

On Each Client Workstation (in Turn)

- Uninstall the existing version of SKF @ptitude Analyst.
- Install the new base version of SKF @ptitude Analyst.
- Enter the required new license key(s).
- Install any patches that were installed on the Transaction Server Host. (The client software version must match the server version exactly.)
- Open the SKF @ptitude Analyst Configuration Tool and verify or enter the database connection information.
- Use the Test DB and Set Active buttons to assure that the connection is good.
- Select the Update Database option and press the Get Version button to verify that the current database version is reported.
- Select the SKF @ptitude Transaction Service.
- Select the Client radio button on the right side of the configuration tool.
- Enter the Server name and Server port for the Transaction Server (noted above) and press the Save button.
- Using the client username and password, start up the SKF @ptitude software application and verify that the application starts normally and the “Transaction Server Unreachable” error message is not present.
- Ask the client to verify that their data collector will connect and that a small route can be downloaded.

- If no other configuration is required (once again, see the manuals), continue to the next client workstation and repeat.

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.

