

Knowledge Base Article

Product Category: Software
Product: CMSW7700 - @ptitude Monitoring Suite
Version: 8.0 MR2b

Abstract

Customers who attempt to upgrade to SKF @ptitude Monitoring Suite 8.0MR2b on a Microsoft SQL Server 2005 database will encounter an error message referencing the dbupdate8021.sql script. This article explains why the update fails, and provides a possible work around.

Overview

SKF @ptitude Monitoring Suite application version 8.0 MR2b was developed around the Microsoft SQL Server 2008R2 platform. As a result, some of the database upgrade scripts do not properly execute on SQL Server 2005 databases.

To resolve the problem, open the dbupdate8021.sql file in Microsoft SQL Server Management Studio or Notepad.

Locate the section labeled "Alter Table ROUTEHDR".

Replace the section:

```
Insert Into @tvColumns  
Values ('ScheduleEnable'), ('Schedule'),  
('ScheduleUnits'), ('FirstShiftStartTime')
```

With the section:

```
Insert Into @tvColumns Values ('ScheduleEnable')  
Insert Into @tvColumns Values ('Schedule')  
Insert Into @tvColumns Values ('ScheduleUnits')  
Insert Into @tvColumns Values ('FirstShiftStartTime')
```

Save the file and via the SKF @ptitude Analyst Configuration Tool, attempt to update the database again.

To avoid this issue moving forward, the recommendation is to upgrade to Microsoft SQL Server to 2008 R2 or 2012.

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.