

Knowledge Base Article

Product Group: Software
Product: CMSW7450 - @ptitude Decision Support
Version: All

Abstract

The SKF @ptitude Decision Support client application will only run if SKF @ptitude Decision Support is also running on the database server. This knowledgebase article describes why this might occur.

Overview

During the installation of SKF @ptitude Decision Support, the Data Service Broker (DSB) was configured to run as a user process when it should have been configured as a Windows Service.

When the DSB runs as a user process, it is only available and running while the specified user is logged in.

To correct this problem, the DSB will need to be reconfigured as a Windows Service so that it can run without the need for a user to be logged in (i.e. on the database server).

Procedure

1. On the server where the DSB is installed, open a command prompt (CMD) window (run it by choosing "Run as Administrator" from the right-click menu).
2. Change the directory to that where the @ptitude Decision Support binaries are located. The default location is C:\Program Files (x86)\SKF-RS\SKF @ptitude Decision Support.
3. At the command prompt, type `skfDSB.exe -Unregister` and then press Enter.
4. Next, type `skfDSB.exe -Service` and then press Enter.
5. Confirm the Windows Service for DSB exists by opening Task Manager. The SkfDsb.exe should no longer be listed under the Processes tab.
6. Test that the procedure was successful by logging in to SKF @ptitude Decision Support on the client PC.

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.