

Knowledge Base Article

Product Group: Software
Product: CMSW5820 - Remote Route
Version: N/A

Abstract

This article talks about an issue a user might have with SKF Remote Route where it would display the error, "Upload attempt failed due to license limitations."

Overview

The reason this issue is seen is because the software is licensed for "X" number of clients.

When a uSKF file is uploaded, it has the computer name of the client that sent the file imbedded in the file.

That computer name then gets written into the SKF Machine Analyst database and consumes a license, so for example:

- Your company has a "2-user" Remote Route license.
- You get a file from "Computer_Bob", and you process that file.
- Computer_Bob gets added to the database.
- You get a file from "Computer_Mark" and you process that file; The software looks to see if you have received/processed a file from that computer before. If you have not and you have licenses available, then it adds the computer name to the database:

1: Computer_Bob
2: Computer_Mark

- All licenses are now used.
- If you then get a uSKF file from "Computer_Steve" then you will get the "Upload attempt failed due to license limitations" error.

If any of the existing computers have been replaced or are no longer available, TSG can clear the record of existing computers and the customer can start over.

NOTE: The following procedure is ONLY to be used by SKF Personnel. This is NOT to be given out to customers .

1. Log in to SQLPlus. SQLPlus can be found in Programs > Oracle-OraHome## > Application development > SQL Plus. [Figure 1]

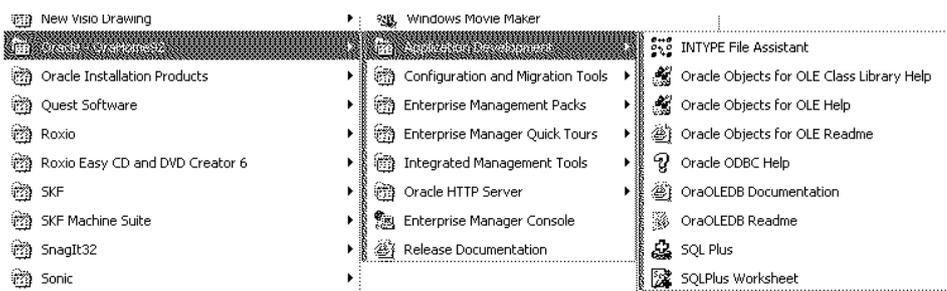


Figure 1. Location from Start menu

2. A Log On dialog box will be displayed. [Figure 2]

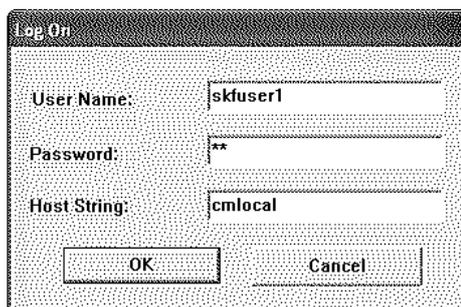


Figure 2. Log On dialog box

User Name: skfuser1
 Password: cm
 Host String: cmlocal/cmserver (depending on your install)

3. Click OK and the SQL command prompt will be displayed.
4. At the SQL> prompt, paste the following line:

```
delete from preference where upper(prefid) = 'SKFCM_PREF_RR_AUCN';SQL>delete from preference where upper(prefid) = 'SKFCM_PREF_RR_AUCN';
```
5. Press Enter.

6. The SQL> prompt will appear again.
7. Type in "commit" and press Enter.
8. All existing Remote Route computers are now cleared from the database.
9. Exit SQLPlus.

For further assistance, please contact the Technical Support Group by phone at 1-800-523-7514 option 8, or by e-mail at TSG-CMC@skf.com.

