

## Knowledge Base Article

Product Group: Software Product: CMSW7450 - @ptitude Observer Version: 9.0 and higher

## Abstract

When launching SKF @ptitude Observer on a server under a certain Windows user account, it asks for a license key. When logged in under an Administrator account, however, the program launches normally. Does each Windows user need its own license now, or is something not configured correctly?

## Overview

In Observer version 9.0 and higher, a "User Application Data" folder [Figure 1] has been added to the installation. Now, each Microsoft Windows user login will need to add the Observer license key.



Figure 1. User Application Data folder

SKF Reliability Systems 5271 Viewridge Court \* San Diego, California, 92123 USA Telephone 1-800-523-7514 Web: www.skf.com

3766 Rev A Page 1 of 3



## Solution

SKF @ptitude Observer license keys are stored in the "@ptitude Observer.ini" file in the installation folder. [Figure 2]

🔒 Observer 9.0									
Organize 🔻 🧾 Open 🝷 Share with	▼ Print Burn New folder								
🚖 Favorites	Name *	Date modified	Туре	Size					
🧮 Desktop	🕌 Gf×	2014-07-13 21:14	File folder						
bownloads	@ Optitude Observer Database Administ	rator.ini 2012-11-30 10:48	Configuration settings	1 KB					
Recent Places	🗿 @ptitude Observer.ini	2014-05-21 11:33	Configuration settings	1 KB					
😵 Dropbox	📄 Brazil. Con	2014-03-18 09:00	CON File	1 KB					
🜉 Desktop	Con 📄 David. Con	2013-07-19 10:52	CON File	1 KB					
🥽 Libraries	🔳 Hart.Con	2013-06-03 14:07	CON File	1 KB					
Documents	📄 India.Con	2013-08-26 13:21	CON File	1 KB					
J Music	Madrid, Con	2014-04-28 14:41	CON File	1 KB					
Pictures	📄 Masuta.Con	2014-05-16 10:19	CON File	1 KB					
Videor	Mittel.Con	2014-06-24 15:29	CON File	1 KB					
A lennart	📄 Sojasun. Con	2013-12-09 11:03	CON File	1 KB					
Computer	Talgo.Con	2014-05-16 10:18	CON File	1 KB					
🗣 Network	Thailand.Con	2013-10-14 08:53	CON File	1 KB					
쬃 Control Panel	TLA-14013.Con	2013-08-09 09:33	CON File	1 KB					
👿 Recycle Bin	TLA-14141.Con	2014-06-04 14:01	CON File	1 KB					
📕 ~GX	Turbine9.Con	2013-06-05 09:21	CON File	1 KB					
🍺 Hakan Varvatai 퉬 install	WindCon9.Con	2014-07-13 21:08	CON File	1 KB					

Figure 2. "@ptitude Observer.ini" file

Open this file using Notepad. The key will be listed after the "RegKey=" text. [Figure 3] Copy the entire license key.

📕 @ptitude Observer.ini - Notepad	
File Edit Format View Help	
[System] //Language=Swedish Language=English DebugMode=0 RegKey=254093AABF8D9F3558 [Connection] DefaultConnection=	

Figure 3. License key in file

Next, log in to SKF @ptitude Observer. In the Help menu, select "Enter New License Key" and paste the license key there. [Figure 4]

License key				×
Enter new registration code				
254093-AABF8U-s.	 <i>"</i>	,	יטיי	-
	Ok		Cancel	
	 1.1.1			



SKF Reliability Systems 5271 Viewridge Court \* San Diego, California, 92123 USA Telephone 1-800-523-7514 Web: www.skf.com

3766 Rev A Page 2 of 3



Lastly, exit from and restart SKF @ptitude Observer.

----

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

