

Knowledge Base Article

Product Group: Software Product: CMDM7700 – SKF @ptitude Monitoring Suite Version: 8.0.168.0

Abstract

If SKF @ptitude Monitoring Suite version 8.0.168.0 is installed and at a later date, SKF Thin Client Transfer (TCT) is installed, the shared dll's will be overwritten if the version of TCT does not match @ptitude Analyst <u>exactly</u>.

This can result with the Transaction Server service not starting. In the Windows > Event Viewer > Application log , an error message for the Transaction Server service will exist. [Figure 1]

vent				
Date:			SKF @ptitude Transactio	+
Time:	9:47:47 AM	Category:	None	-
Type:	Error	Event ID:	0	•
User:	N/A			
Computer:	CASCACND	145J3R8		-
Server) c registry inf remote co retrieve th	ription for Ever annot be foun formation or mo mputer. You n iis description;	d. The loca essage DLL nay be able see Help ar	Source (SKF @ptitude Trans I computer may not have the r files to display messages fron to use the /AUXSOURCE=file nd Support for details. The foll ed to initialize database compo	necessary n a ag to lowing
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Figure 1. "Failed to initialize database component"



Overview

There are two ways to solve this issue.

Option 1

- Uninstall TCT
- Install the correct version of TCT

Installing the correct version of TCT will place the dll's back to the version required, that of which the Transaction Server service expects

Option 2

- Open Control Panel > Add or Remove Programs or Control Panel > Programs and Features.
- Select SKF @ptitude TCT and uninstall it
- Select SKF @ptitude Monitoring Suite and uninstall it
- Install SKF @ptitude Monitoring Suite using the correct installation media
- Install TCT from the correct install media

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>.