

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 exactly.

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]

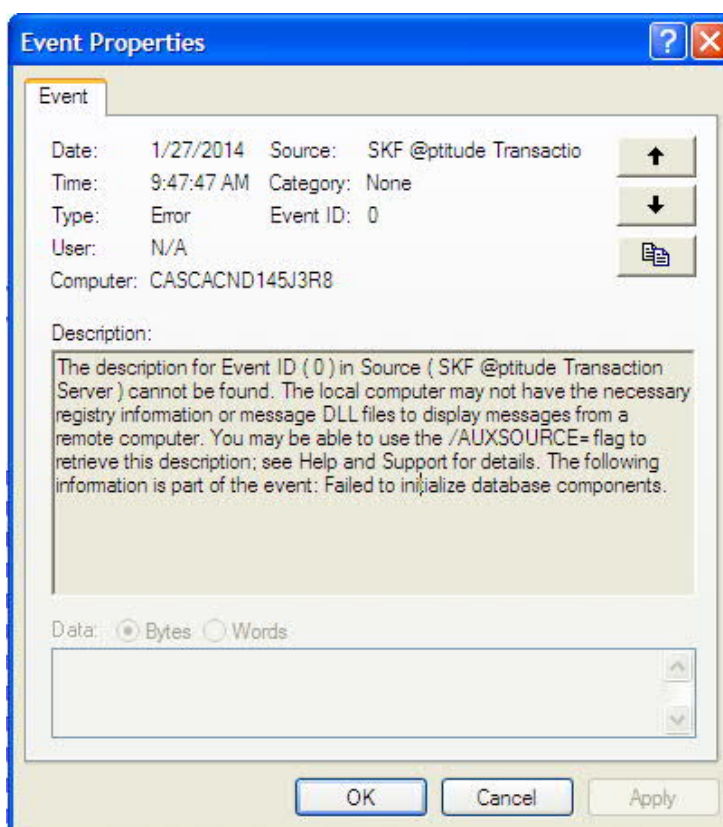


Figure 1. "Failed to initialize database component"

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 TSG-CMC@skf.com.