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Knowledge Base Article

Product Group: Software
Product: CMSW7400 – @ptitude Analyst
Version: N/A

Abstract

In SKF @ptitude Analyst, there are duplicate entries under the **File > Import** menu option. This article provides the steps to resolve the issue.

Overview

The following steps are required to resolve the duplicate entries issue [Figure 1] that occurs in the menu option **File > Import**.
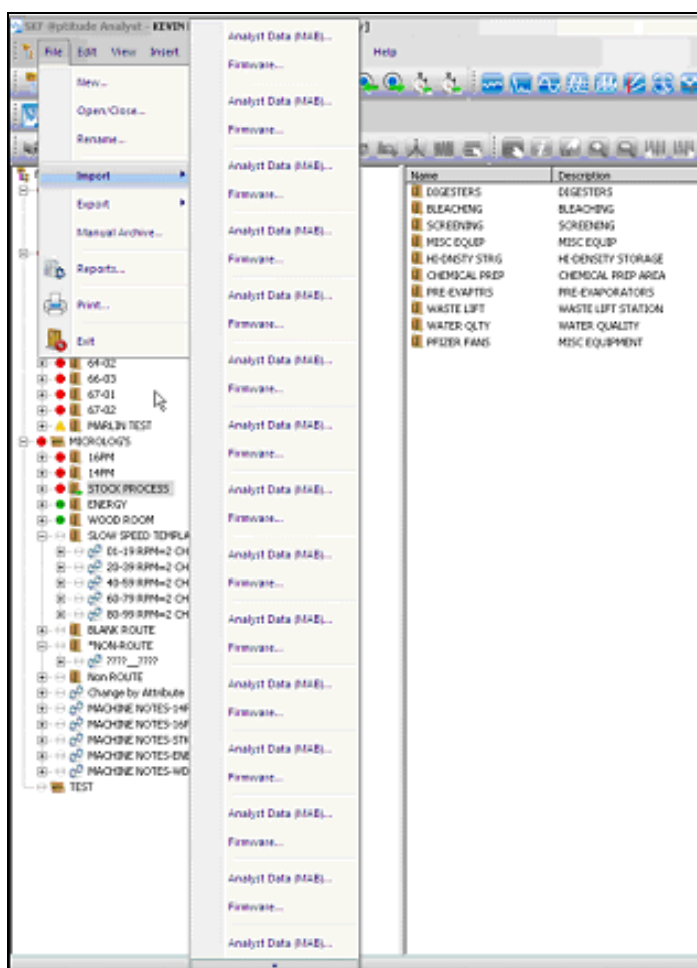

Figure 1. File > Import menu

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NOTE: The local IT/DBA may need to be involved for backup purposes and/or to access to the database. Confirm a valid and recent backup of the database has been performed.

1. Stop the SKF @ptitude Transaction Server service and any other SKF services that might be running.

2. All users need to log out of the SKF application.

3. Log in to SQL Server Management Studio as skfuser1 using password cm.

4. Open a New Query window and copy/paste the select statement below.

   ```
   select signature from REGISTRATION group by signature
   having COUNT(registration.signature) > 1

   select signature, count(signature) from
   skfuser1.REGISTRATION group by signature having
   COUNT(signature) > 1
   ```

   Signature should = **SKFCM_MG_ImportContent** followed by a number which will be the count. If the signature does not = SKFCM_MG_ImportContent, contact TSG.

5. Next, run the following statements in the **exact order** as they appear:

   ```
   delete from feature_selector
   where selectorid in ( select s.registrationid from
   selector s, registration r where r.registrationid =
   menuowner and r.signature = 'SKFCM_MG_ImportContent' )

   delete from selector, registration r where
   r.registrationid = menuowner and r.signature =
   'SKFCM_MG_ImportContent'

   delete from registration r where signature =
   'SKFCM_MG_ImportContent'
   ```

6. Once the above delete statements are committed, have one of the users login to the SKF application and confirm the multiple entries are gone. If they are, restart the required SKF services.

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

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