

Knowledge Base Article

Product Group: Software

Product: CMSW 7400 - @ptitude Analyst

Version: 6.0; 7.0

Abstract

The SKF Transaction Server may be installed on a separate server from the database manager. When attempting to add the Microlog or IMx Service, the error message, "Please run SKF @ptitude Analyst first before trying to add, start, or activate a device service. You only need to do this once after each new installation or version upgrade." [Figure 1] is displayed in the SKF @ptitude Analyst Configuration Tool. In addition, the **Update Database > Get Version** button will not provide the current version of the database. This article provides a resolution to the error.

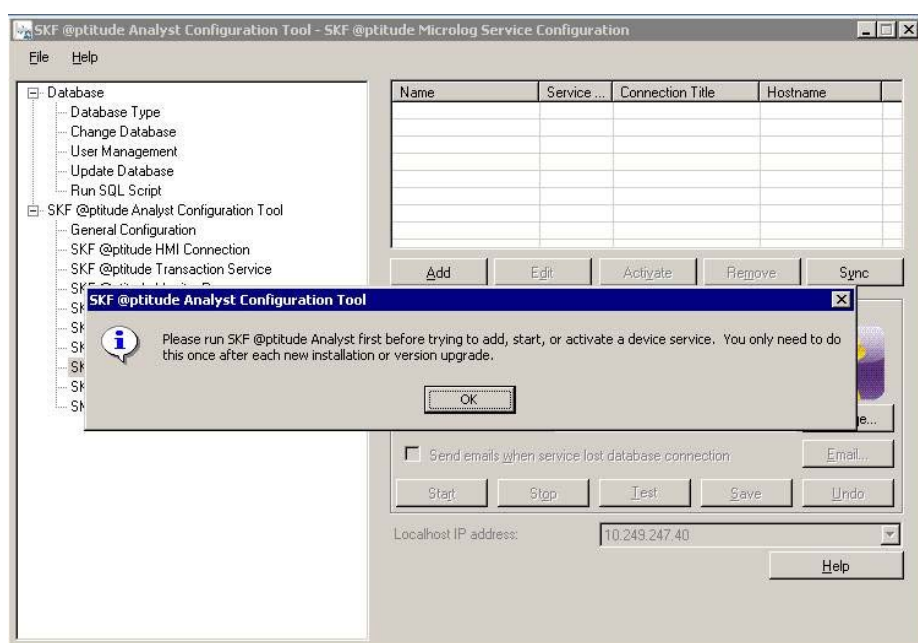


Figure 1. Error message

Overview

To resolve the error, use the SKF @ptitude Analyst Configuration Tool to specify the appropriate database tool to use:

1. In the SKF @ptitude Analyst Configuration Tool, go to **File > Setting...** and select the option, **Specify a database tool for Configuration Tool**.
2. Browse to the appropriate database tool for the database manager being used.

This requires that the database client and basic tools be installed on the Transaction Server host, even though the actual database may be hosted on a completely different server.

- For MSSQL Server, the file is usually found at:

**C:\Program Files\Microsoft SQL
Server\100\Tools\Binn\SQLCMD.exe**

- For Oracle, the file is usually found at:

C:\App\Oracle\DB\Bin\SQL.exe

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