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Knowledge Base Article

Product Group: Software
Product: CMSW7700 – @ptitude Monitoring Suite
Version: N/A

Abstract

After installing SKF @ptitude Monitoring Suite software, the error "The application cannot connect to the database…" appears when launching the application [Figure 1], and the login window does not display. This article explains how to correct this error.
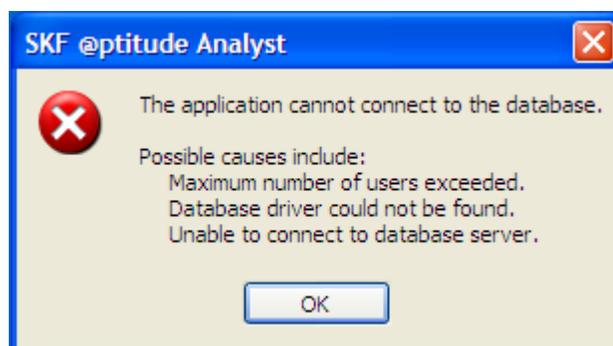
Figure 1. Error message

Overview

During the SKF @ptitude installation, there are several .dll files that are registered. Sometimes, there are specific .dll files that do not successfully register. Below are the steps to register these files.

Before You Begin

If the menu options "Register" and "Unregister" are not present when right-clicking on a .dll file [Figure 2], follow the instructions below to add these options before proceeding.

If the "Register" and "Unregister" right-click menu options are already present, skip ahead to the **Registering DLLs** section below.

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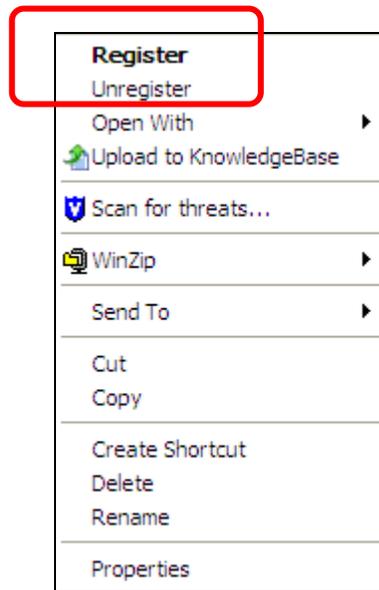
Figure 2. Right-click menu

1. Insert the SKF @ptitude installation DVD.

2. Using Windows Explore, view the disk contents and locate the **Tools** folder.

3. In the Tools folder, locate the registry file called **AddRegisterToMouseMenu.reg**. [Figure 3]
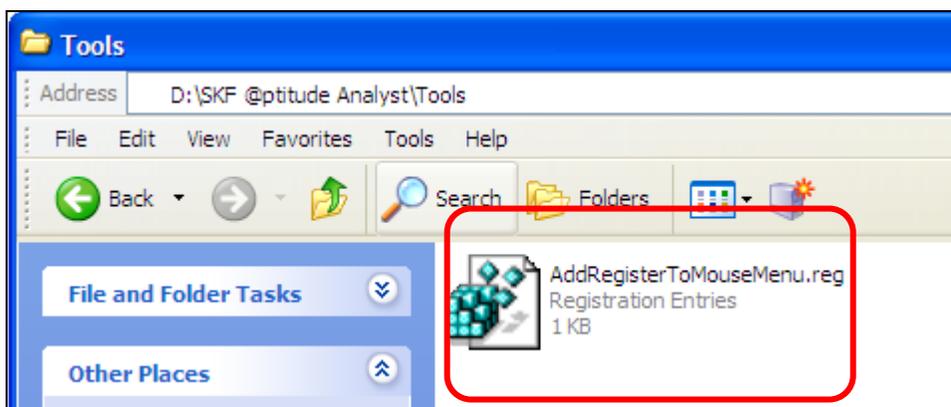
Figure 3. AddRegisterToMouseMenu.reg file

4. Double-click on this file to install this function.

5. The following message will be displayed. Select [Yes] to add the file to the registry. [Figure 4]
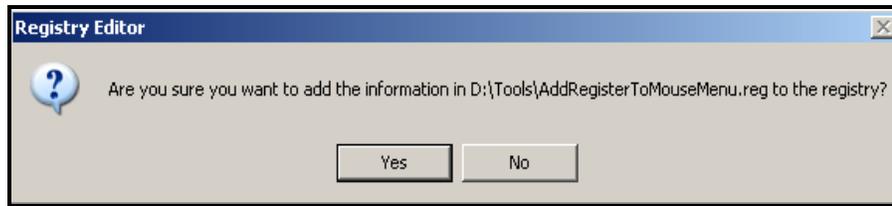
Figure 4. Running the registry file

6. A confirmation message will appear, stating the addition was successful. Click [OK] to continue. [Figure 5]

Figure 5. File successfully added to registry

The right-click menu options have been added. Proceed with the instructions below.

If the original software DVD is not available, the registry file may be downloaded from the **Attachments** *section located to the right of this article. [Figure 6]*

Figure 6. Attachments section

Registering DLLs

1. Windows Explore, navigate to **C:\Program Files\SKF-RS\SKF Aptitude Analyst** (if on local drive; otherwise, navigate to the installation location).

2. Select **VIEW → DETAILS** from the main menu. [Figure 7]
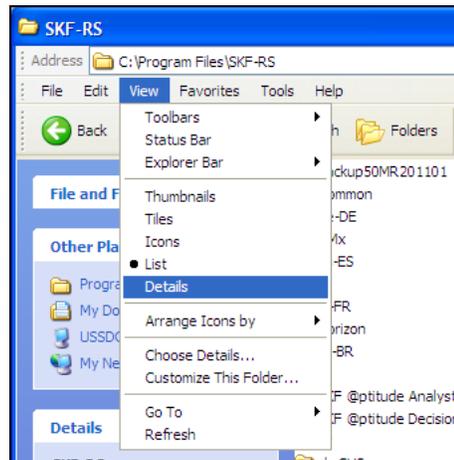
Figure 7. View → Details

3. Now, sort the view by *type* by selecting **VIEW → ARRANGE ICONS BY → TYPE** from the main menu. [Figure 8]
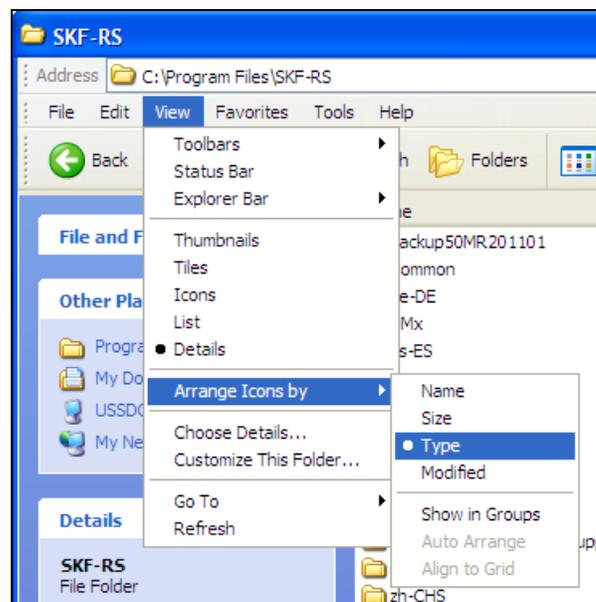
Figure 8. Arranging icons by *Type*

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4. There are two .dll files in the list that must be registered. Right-click on the file **cmdbBase.dll** and select *Register* from the drop-down menu. [Figure 9]
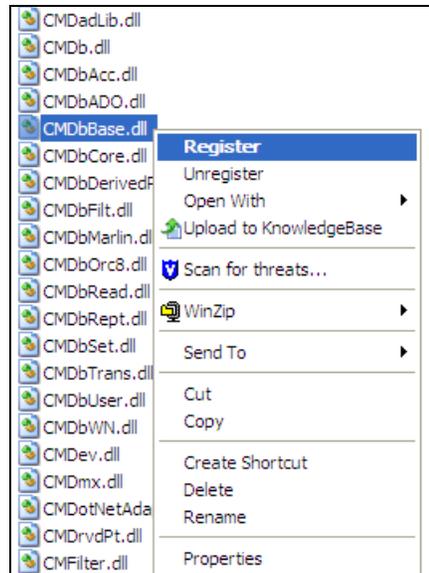
Figure 9. Registering CMDbBase.dll

5. If the registration was successful, the following message will be displayed. Click [OK] to continue. [Figure 10]
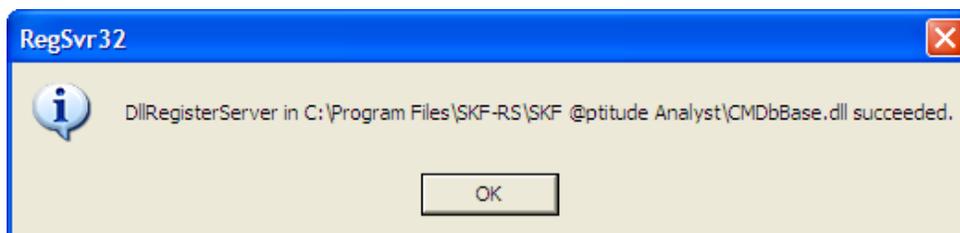
Figure 10. Successful .dll registration

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6. Right-click on the file **cmdbOrc8.dll** and select *Register* from the drop-down menu. [Figure 11]
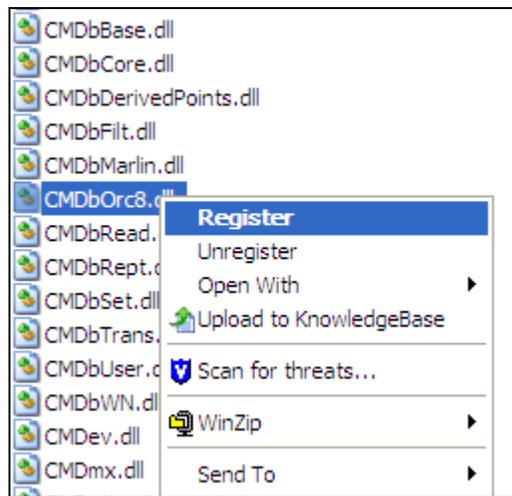
Figure 11. Registering CMDbOrc8.dll

7. If the registration was successful, the following message will be displayed. Click [OK] to continue. [Figure 12]
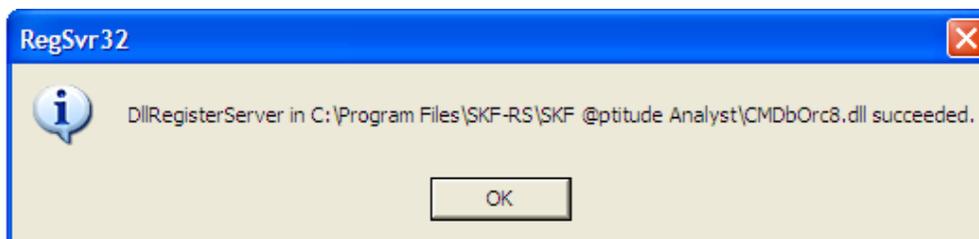
Figure 12. Successful .dll registration

Now that the two .dll files have been registered, launch SKF @ptitude Analyst. The login window will now appear.

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.

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