

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.





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 rightclicking 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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	Register
	Unregister
	Open With
	Upload to KnowledgeBase
	💙 Scan for threats
	🗐 WinZip 🕨
	Send To
	Cut
	Сору
	Create Shortcut
	Delete
	Rename
	Properties
_	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]

🗀 Tools	5	
Address	D:\SKF @ptitude Analyst\Tools	
File E	Edit View Favorites Tools Help	
С	Back - 🕥 - 🏂 🔎 Search 🕞 Folders 🛄 - 🕐	
File and Folder Tasks		
Othe	er Places	

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]

Registry Editor	
2	Are you sure you want to add the information in D:\Tools\AddRegisterToMouseMenu.reg to the registry?
	Yes No

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** \rightarrow **DETAILS** from the main menu. [Figure 7]





- 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



 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]

👏 CMDadLib.dll	
🔊 CMDb.dll	
🔊 CMDbAcc.dll	
S CMDbADO.dll	
SCMDbBase.dll	
SCMDbCore.dll	Register
	Unregister
S CMDbFilt.dll	Open With
CMDbMarlin.dl	AUpload to KnowledgeBase
CMDbOrc8.dll	Scan for threats
CMDbRead.dll	
SCMDbRept.dll	🗐 WinZip 🕨 🕨
🔊 CMDbSet.dll	Send To
S CMDbTrans.dll	
S CMDbUser.dll	Cut
S CMDbWN.dll	Сору
SCMDev.dll	Create Shortcut
SCMDmx.dll	Delete
🔊 CMDotNetAda	Rename
S CMDrvdPt.dll	
👏 CMFilter.dll	Properties



Figure 9. Registering CMDbBase.dll

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

RegSvr3	RegSvr32	
(į)	DllRegisterServer in C: \Program Files \SKF-RS \SKF @ptitude Analyst \CMDbBase.dll succeeded.	
	ОК	

Figure 10. Successful .dll registration



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

SCMDbBase.c	S CMDbBase.dll			
S CMDbCore.dll				
S CMDbDerivedPoints.dll				
S CMDbFilt.dll				
S CMDbMarlin.dll				
CMDbOrc8.	m Doolatee			
SCMDbRead.	Register			
SCMDbRept.c	Unregister	.		
🔊 CMDbSet.dll	Open With	•		
👏 CMDbTrans.				
SCMDbUser.c	💟 Scan for threats			
👏 CMDbWN.dl	- 	_		
👏 CMDev.dll	및 WinZip	<u> </u>		
SCMDmx.dll	Send To	•		



- Figure 11. Registering CMDbOrc8.dll
- 7. If the registration was successful, the following message will be displayed. Click [OK] to continue. [Figure 12]

RegSvr32	
DllRegisterServer in C:\Program Files\SKF-RS\SKF @ptitude Analyst\CMDbOrc8.dll succeeded.	
ОК	
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 <u>TSG-Americas@skf.com</u> .	
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