

Knowledge Base Article

Product Group: Software

Product: CMSW 7450 - @ptitude Decision Support

Version: N/A

Abstract

When the SKF @ptitude Decision Support Server is registered as an NT Service AND the server machine is being accessed using Remote Desktop (via Citrix or Terminal Server), the Settings User Interface of the SKF @ptitude View Server Configuration application will not be visible. This behavior is due to the restrictions applied by Remote Desktop sharing. This article provides the procedure to remedy this behavior.

Overview

The SKF @ptitude Decision Support Server has to be registered as a Server application, not as an NT Service. Below are the steps that need to be taken in order to remedy this behavior:

- Stop the SKF @ptitude Decision Support Server.
- Un-register the SKF @ptitude Decision Support Server NT Service.
- Register the SKF @ptitude Decision Support Server as a Server.

How to Stop the SKF @ptitude Decision Support Server NT Service

1. Close all open instances of SKF @ptitude Decision Support Client applications.
2. Confirm that the **SKF @ptitude Decision Support Server** is running.
3. Right-click on the Windows task bar.
4. Select **Task Manager** from the pop up menu.
5. Select the **Processes** tab.
6. Find and select the process called **SkfDSB.exe**.

7. If the service is not listed, then the SKF @ptitude Support Server NT Service is already stopped. If the service is found, then keep the **Task Manager** open and go to the next step.
8. Stop the **SKF @ptitude Decision Support Server** using the installed tool at **Start > All Programs > SKF @ptitude Monitoring Suite > Admin Tools > SKF @ptitude Decision Support Stop Server**.
9. Keep this window open until the process disappears from the **Task Manager Services** page.

How to Register SKF @ptitude Decision Support Server as Server

1. Go to **Start > Run** and type 'CMD' to open a command window.
2. Change the working directory to the folder where @ptitude Decision Support is installed on the local machine:

CD "C:\Program Files (x86)\SKF-RS\SKF @ptitude Decision Support"

3. Enter the command: **SkfDsb.exe -UnRegServer**
4. Enter the command: **SkfDsb.exe -Server**
5. Close the command window.
6. Confirm **SkfDSB.exe** is running as a process. In **Task Manager**, select the **Processes** tab and locate the process called **SkfDSB.exe**.
7. Once the process has been located, close **Task Manager**. If the process **SkfDSB.exe** is not listed, contact Technical Support.

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.