

## **Knowledge Base Article**

Product Group: DMx Product: CMSW6200 DMx Manager Version: N/A

## Abstract

When DMx Manager is launched, a series of error messages are shown. The error message, "No users with SPECIALIST level have been registered. You must enter such a user (Name and Password) before continuing" [Figure 1] is displayed first, followed by a series of other error messages.





After pressing **OK** on the initial error message, another error message appears. [Figure 2] Selecting **continue application** brings up the normal dialog box, however when attempting to **Add** a specialist level user, the previous error message shown in Figure 2 is displayed again. This article provides steps to resolve the issue.



Figure 2. "An error occurred in the application."



## Overview

This issue occurs when the **FlashFiler Users.FFD** user table has been corrupted or deleted. Follow the procedure below to rectify the errors.

1. Confirm that the FlashFiler server is running and that the server is up. This can be verified by the presence of a green indicator [Figure 3] at the bottom right of the dialog box.

| 👌 TurboPower Flash  | Filer [DMxSrv]  |  | _                                       |          |  |
|---|---|--|---|----------|--|
| Server Config Debug<br>%aal ∧ I∎I                               | , Help  |  |   |          |  |
| Clients<br>Sessions<br>Open databases<br>Open tables<br>Cursors | 0<br>0<br>0<br>0<br>0<br>81   | Messages<br>Messages/second<br>Av. time/message<br>Network name: | 0                                       |          |  |
| nAM rayes   |   |  | Up: 0:00:01:03                          | 6        |  |
| ring Server down  |   |  | SingleUser                              | _●       |  |
| I   | Figure 3. Green dot i   | ndicates server is r   | running                                 | <u></u>  |  |
| 2. Ensure th<br>FlashFiler<br>copies tha                        | hat only <b>one copy</b> of F<br>icon in the system tr<br>at are present. | FlashFiler is runnin<br>ray [Figure 4] and c                     | g. Look for a sing<br>lose any duplicat | gle<br>e |  |



3. Go to Start > Programs > SKF @ptitude Monitoring Suite > DMx Tools > Default Database Creator. [Figure 5]

|                  | <b>m</b> | SKF @ptitude Monitoring Suite | • ( | 1        | Admin Tools                                  | • |   |                         |
|------------------|----------|-------------------------------|-----|----------|--|---|---|-------------------------|
|                  | 6        | SnagIt32                      | •   | m        | DMx Tools                                    | • | Ň | Default Database Creato |
|                  | 6        | SnagIt 9                      | • ( |          | Manuals                                      | • | ۲ | DMx Manager Tools       |
|                  | 6        | Sonic                         | • ( |          | Readmes                                      | Þ | R | DMx Modbus Demo         |
|                  | 6        | Startup                       | • ( | 1        | SKF Websites                                 | × | 8 | DMx Toolbox             |
|                  | - 60     | TeamViewer                    | •   | <u>ب</u> | @ptitude Home                                |   | 1 | Flash Filer dB Server   |
| Microsoft Update | 6        | VibCalc                       | •   | 10       | SKF @ptitude Analyst                         | 1 |   |                         |
|                  | 6        | VideoLAN                      | +[  | N.       | SKF @ptitude Analyst DMx Manager             |   |   |                         |
| winzip           |          | VM600 MPS Software            | •   | 36       | SKF @ptitude Analyst Human Machine Interface |   |   |                         |
| en .             | . 🖻      | Windows Live                  | +   | WA       | SKF @ptitude Analyst Monitor                 |   |   |                         |
| Programs         | ° 📾      | WinZip                        | ۰T  |          |  |   |   |                         |

Figure 5. Launch Default Database Creator application



4. Go to **File > Select alias...** [Figure 6]



Figure 6. File > Select alias...

5. Select the desired alias and click **OK**. [Figure 7]

| <b>*</b>                   |           |
|----------------------------|-----------|
| Select an alias            |           |
|                            |           |
| DMX_DEMO=C:\SKF\DMx\Databa | ses\DEMO  |
|                            |           |
|                            |           |
|                            |           |
|                            |           |
|                            |           |
| J                          |           |
|                            | OK Cancel |

Figure 7. Select an alias

6. The alias name and path will be displayed. [Figure 8]



Figure 8. Alias name and path

7. Next, go to **Options > Select none** to clear all of the table selections below. [Figure 9]

|  | 💣 DMxMgr - Defau   | lt Database Creator   |                     |
|--|--|---|---------------------|
|  | File Options About   | :   |                     |
|  | Select all   |   |                     |
|  | Whe Add data for   | nodes, modules and channels   |                     |
|  | Figure 9. Op   | ptions > Select none  |                     |
|  |  |   |                     |
| 8. Select t  | he <b>Users</b> table check  | x box. [Figure 10]  |                     |
| Consections  |  |   |                     |
| Nodes  | Plants     Areas   | ✓ Osers Event log   |                     |
| Boards Channels  | Machines   | 🗋 Alarm log   |                     |
|  |  | 💿 Start Table (   | Creation            |
|  |  | heck Users ontion hox   |                     |
| ARNING! An<br>efault databa  | y table that is select<br>se values. Only the  | ted inadvertently will be overwritte<br><u>Users</u> table should be selected.  | n with              |
| VARNING! An<br>efault databa<br>9. Click on<br>table. S  | y table that is select<br>se values. Only the<br>Start Table Creatio<br>Status will be shown a   | ted inadvertently will be overwritte<br><u>Users</u> table should be selected.<br>on and then <b>OK</b> to recreate the defaul<br>above. [Figure 11]  | en with             |
| VARNING! An<br>efault databa<br>9. Click on<br>table. S  | y table that is select<br>se values. Only the<br>Start Table Creatio<br>Status will be shown a   | ted inadvertently will be overwritte<br><u>Users</u> table should be selected.<br>on and then <b>OK</b> to recreate the defaul<br>above. [Figure 11]  | m with              |
| VARNING! Ang<br>efault databa<br>9. Click on<br>table. S   | y table that is select<br>se values. Only the<br>Start Table Creatio<br>Status will be shown a   | ted inadvertently will be overwritte<br><u>Users</u> table should be selected.<br>on and then <b>OK</b> to recreate the defaul<br>above. [Figure 11]  | en with             |
| VARNING! Any<br>efault databa<br>9. Click on<br>table. S<br>Creation pro<br>Create "USERS"<br>Creation pro   | y table that is select<br>se values. Only the<br>Start Table Creation<br>Status will be shown a<br>breess starts<br>process complete - no err  | ted inadvertently will be overwritte<br><u>Users</u> table should be selected.<br>on and then <b>OK</b> to recreate the defaul<br>above. [Figure 11]<br>ors.  | en with<br>It Users |
| VARNING! Any<br>efault databa<br>9. Click on<br>table. S<br>Creation pro<br>Create "USERS"<br>Creation pro   | y table that is select<br>se values. Only the<br>Start Table Creation<br>Status will be shown a<br>bocess starts<br>Decess complete - no err   | ted inadvertently will be overwritte<br><u>Users</u> table should be selected.<br>on and then <b>OK</b> to recreate the defaul<br>above. [Figure 11]<br>ors.<br><u>Users</u><br><u>Event log</u><br>Alarm log   | en with<br>It Users |
| VARNING! Any<br>efault databa<br>9. Click on<br>table. S<br>Creation pro<br>Create "USERS"<br>Creation pro<br>Connections<br>Nodes<br>Boards<br>Channels                             | y table that is select<br>se values. Only the<br>Start Table Creation<br>Status will be shown a<br>bootess starts<br>Decess complete - no err  | ted inadvertently will be overwritte<br><u>Users</u> table should be selected.<br>on and then <b>OK</b> to recreate the defaul<br>above. [Figure 11]<br>ors.<br><u>Users</u><br><u>Event log</u><br>Alarm log   | en with<br>It Users |
| VARNING! Any<br>efault databa<br>9. Click on<br>table. S<br>Creation pro<br>Create "USERS"<br>Creation pro<br>Connections<br>Nodes<br>Boards<br>Channels                             | y table that is select<br>se values. Only the<br>Start Table Creatio<br>Status will be shown a<br>bocess starts<br>bocess complete - no err<br>Plants<br>Areas<br>Bearings   | ted inadvertently will be overwritte<br><u>Users</u> table should be selected.<br>on and then <b>OK</b> to recreate the defaul<br>above. [Figure 11]<br>ors.<br><u>V Users</u><br><u>Event log</u><br>Alarm log<br><u>Event Table C</u>   | en with<br>It Users |
| VARNING! An<br>efault databa<br>9. Click on<br>table. S<br>Creation pro<br>Create "USERS"<br>Creation pro<br>Connections<br>Boards<br>Channels                                       | y table that is select<br>se values. Only the<br>Start Table Creation<br>Status will be shown a<br>becess starts<br>becess complete - no err<br>Plants<br>Areas<br>Machines<br>Bearings<br>Figure 11   | ted inadvertently will be overwritte<br><u>Users</u> table should be selected.<br>on and then OK to recreate the default<br>above. [Figure 11]<br>ors.<br><u>Vsers</u><br>Event log<br>Alarm log<br>Creation process  | en with             |
| ARNING! Angefault databa   | y table that is select<br>se values. Only the<br>Start Table Creation<br>Status will be shown a<br>bocess starts<br>Decess complete - no err<br>Plants<br>Areas<br>Machines<br>Bearings<br>Figure 11   | ted inadvertently will be overwritte<br>Users table should be selected.<br>on and then OK to recreate the default<br>above. [Figure 11]<br>ors.<br>Vers.<br>Vers.<br>Event log<br>Alarm log<br>Creation process   | en with<br>It Users |
| /ARNING! Any<br>efault databa<br>9. Click on<br>table. S<br>Creation pro<br>Create "USERS"<br>Creation pro<br>Connections<br>Boards<br>Channels<br>10. Exit the<br>procedu           | y table that is select<br>se values. Only the<br>Start Table Creation<br>Status will be shown a<br>books starts<br>books complete - no err<br>Plants<br>Areas<br>Machines<br>Bearings<br>Figure 11<br>Poefault Database Crure above was done startup.              | ted inadvertently will be overwritte<br><u>Users</u> table should be selected.<br>on and then OK to recreate the default<br>above. [Figure 11]<br>ors.<br><u>Users</u><br>Event log<br>Alarm log<br>Creation process<br>reator and restart DMx Manager. If the<br>successfully, there will be no error me | en with<br>It Users |
| ARNING! Any<br>efault databa<br>9. Click on<br>table. 9<br>Creation pro<br>Create "USERS"<br>Creation pro<br>Connections<br>Boards<br>Channels<br>10. Exit the<br>procedu<br>upon st | y table that is select<br>se values. Only the<br>Start Table Creation<br>Status will be shown a<br>bootess starts<br>bootess complete - no err<br>Plants<br>Areas<br>Machines<br>Bearings<br>Figure 11<br>Plants<br>Default Database Crure above was done startup. | ted inadvertently will be overwritte<br><u>Users</u> table should be selected.<br>on and then OK to recreate the default<br>above. [Figure 11]<br>ors.<br><u>Users</u><br>Event log<br>Alarm log<br>Creation process<br>reator and restart DMx Manager. If the<br>successfully, there will be no error me | en with<br>It Users |

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11. Log in with user name 'admin' and password 'admin'. [Figure 12]

| Please log in |        |
|---------------|--------|
| User name :   | admin  |
| Password :    | ****   |
| Submit        | Cancel |

Figure 12. Log in as 'admin'

12. Go to **Setup > User** to add additional users with desired Authorization Level. [Figure 13]

| User maintenano | e   | × |
|-----------------|---|---|
| admin           | Add Edit Delete User Name Password Authorization Level    |   |
|                 | Operator     Technician     Specialist     OK Cancel Help |   |



Figure 13. User maintenance window

13. If the admin account password needs to be changed for security reasons, select the user on the left, make the changes on the right and click on **Edit** to record the changes. [Figure 14]



| admin<br>operator | Add Edit Delete     |
|-------------------|---------------------|
| technician        | User Name           |
|                   | admin               |
|                   | Password            |
|                   | XXX                 |
|                   | Authorization Level |
|                   | C Operator          |
|                   | C Technician        |
|                   | 🔍 💌 Specialist      |



14. If the admin user is to be deleted, ensure that another user with **Specialist** Authorization Level is created prior to deleting the user.

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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>.