

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.

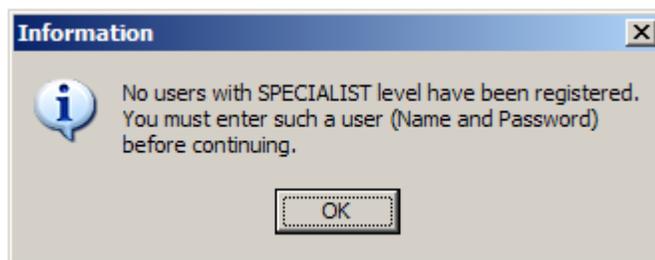


Figure 1. Initial error message

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.

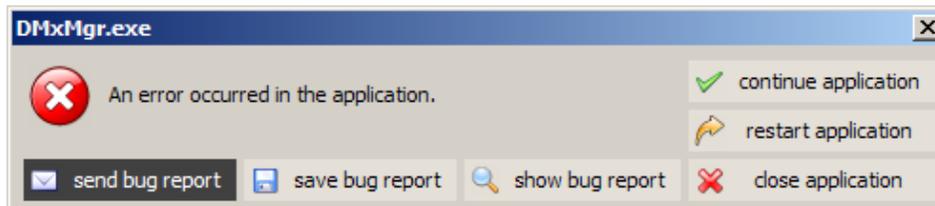


Figure 2. "An error occurred in the application."

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.

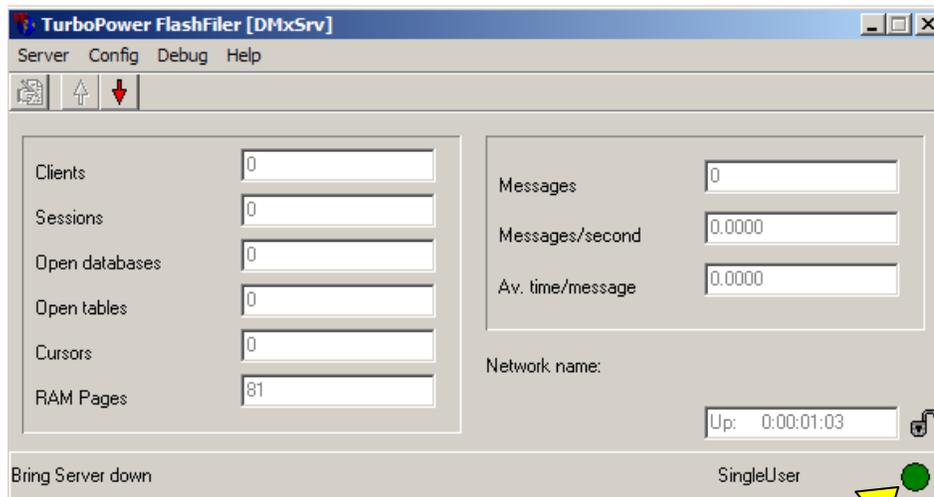


Figure 3. Green dot indicates server is running

2. Ensure that only **one copy** of FlashFiler is running. Look for a single FlashFiler icon in the system tray [Figure 4] and close any duplicate copies that are present.



Figure 4. FlashFiler icon

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

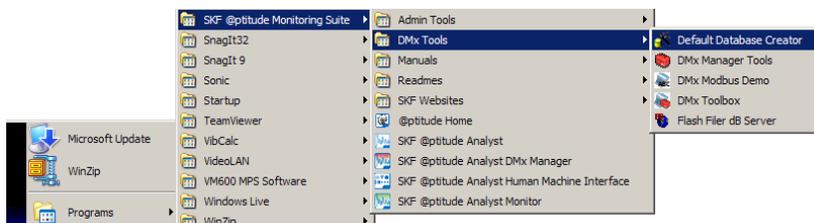


Figure 5. Launch Default Database Creator application

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

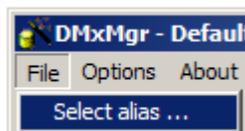


Figure 6. File > Select alias...

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

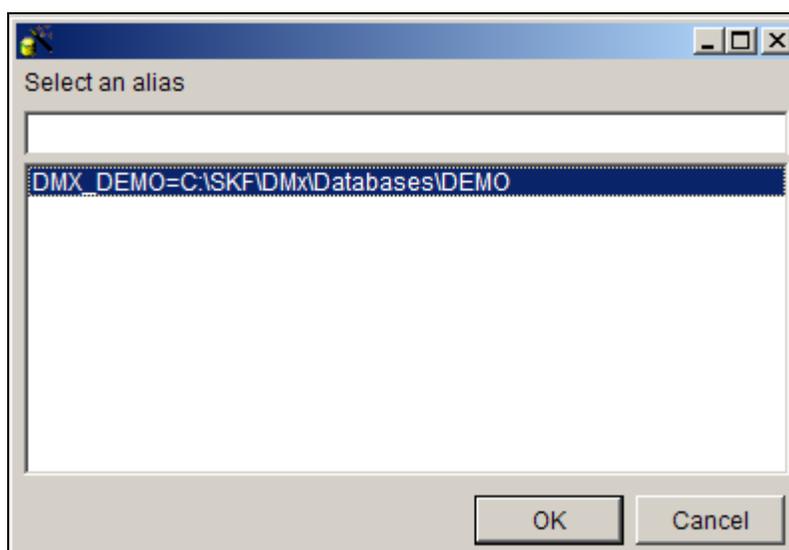


Figure 7. Select an alias

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



Figure 8. Alias name and path

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

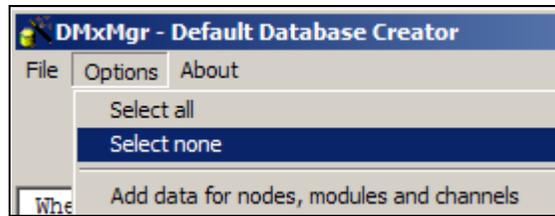


Figure 9. Options > Select none

8. Select the **Users** table check box. [Figure 10]



Figure 10. Check Users option box

WARNING! Any table that is selected inadvertently will be overwritten with default database values. Only the Users table should be selected.

9. Click on **Start Table Creation** and then **OK** to recreate the default Users table. Status will be shown above. [Figure 11]

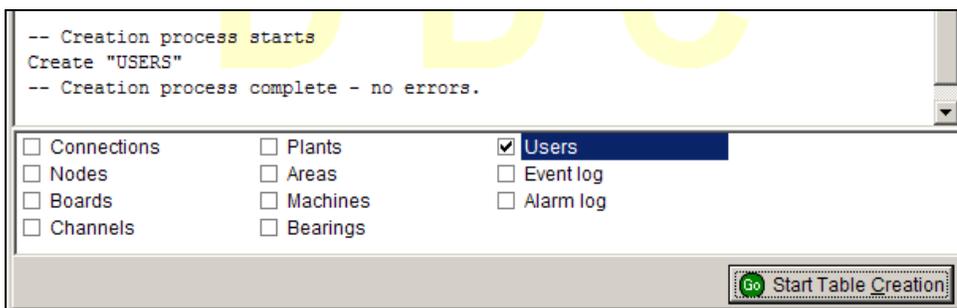
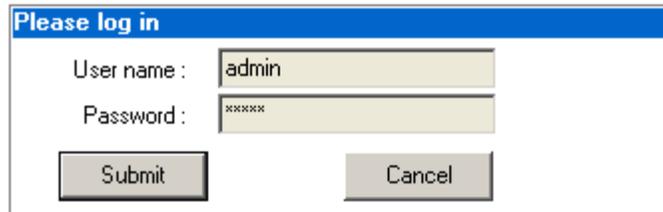


Figure 11. Creation process

10. Exit the Default Database Creator and restart DMx Manager. If the procedure above was done successfully, there will be no error messages upon startup.

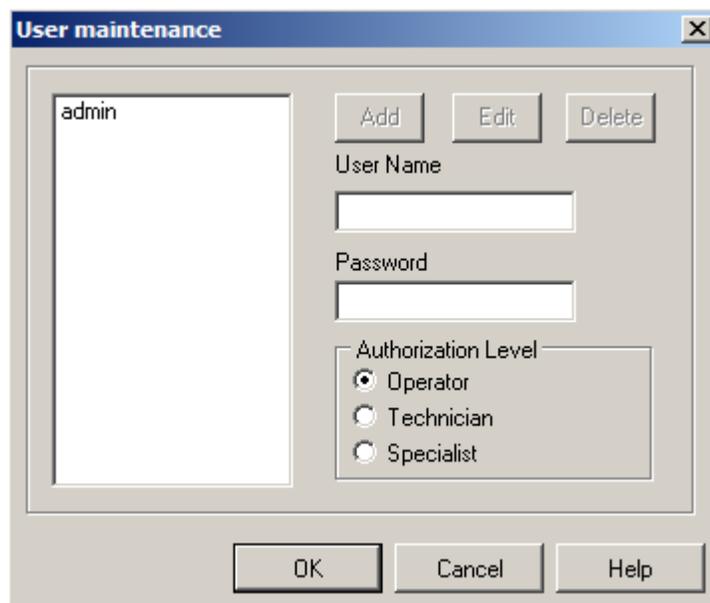
11. Log in with user name 'admin' and password 'admin'. [Figure 12]



A dialog box titled "Please log in" with a blue header. It contains two input fields: "User name:" with the text "admin" and "Password:" with masked characters "xxxxxx". Below the fields are two buttons: "Submit" and "Cancel".

Figure 12. Log in as 'admin'

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



A "User maintenance" window with a title bar and a close button. On the left is a list box containing the name "admin". To the right of the list are three buttons: "Add", "Edit", and "Delete". Below these buttons are three input fields labeled "User Name", "Password", and "Authorization Level". The "Authorization Level" section has three radio button options: "Operator" (which is selected), "Technician", and "Specialist". At the bottom of the window are three buttons: "OK", "Cancel", and "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]

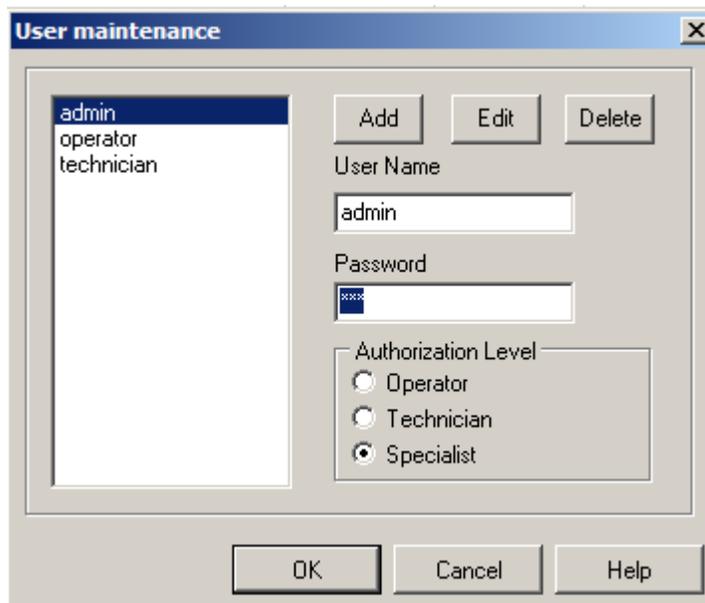


Figure 14. Editing user info

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

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.