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Knowledge Base Article

Product Group: Software
Product: CMSW7450 – @ptitude Decision Support
Version: v2.2 or higher

Abstract

The purpose of this document is to guide the Service Engineer through the installation and configuration process of SKF @ptitude Decision Support Server software.

Overview

Software requirements

- If using Oracle database, then Oracle 9i client installation.

- If using SQL Server database, then SQL Server 2000, or higher, client drivers.

- If using MS Access database, then MS Access 2000 or higher.

- If connecting to VibroMeter CMS-1 database, then SyBase database client drivers.

Hardware requirements

- Intel based workstation with fastest processor, and the most RAM possible.

Assumptions

- The connected user account, while performing the installation process, has Administrator rights to the local machine.

- The Administrator has the @ptitude Decision Support Application CD.

- The Administrator has already installed and configured SKF Machine Analyst.

- The Oracle DB name is known.

- @ptitude Decision Support product keys are available.

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@ptitude Decision Support Configuration Outline

1. Login to PC with Administrator rights.

2. Install @ptitude Decision Support as Server, from the CD.

3. Configure Oracle database for @ptitude Decision Support. (See Pre-Installation section below.)

4. Configure the OPC Data Providers. (See Pre-Installation section below.)

5. Configure the VM CMS-1 Data Providers. (See Pre-Installation section below.)

6. Re-register the @ptitude Decision Support Server as an NT Service. (See Pre-Installation section below.)

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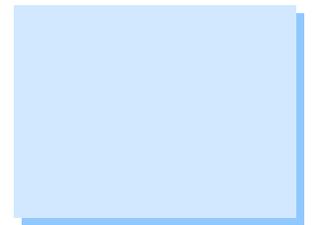
Pre-Installation Process

ONLY if upgrading from a previous version of @ptitude Decision Support should users follow the instructions below before continuing with the @ptitude Decision Support Server Installation.

1. Login to the server PC where @ptitude Decision Support Server is installed, using an account with **Administrator** credentials.

2. Open the registry editor (**RegEdit.exe**). This step is implemented to preserve the current @ptitude Decision Support Server configuration settings.

   - **Start > Run > RegEdit**

   - Open and select the registry path:

     HKEY_LOCAL_MACHINE\SOFTWARE\SKF\Aptitude

   - Select **File/Export…** from the menu.

   - Provide the file name (Ex. **Aptitude.Reg**) and folder location for the exported .REG file. Remember the location of this file.

   - Close the **RegEdit** application.

3. Confirm that all @ptitude Decision Support client applications are closed.

4. Stop the **@ptitude Decision Support Server** process. (See **Section A** for instructions.)

5. Unregister the **@ptitude View Server**. (See **Section D** for instructions.)

6. Uninstall any previous versions of the software. This step is not required. The newer version of the software can update a previous installation. To uninstall follow these steps:

   a) **Start > Settings > Control Panel > Add Remove Programs**

   b) Select **@ptitudeView** from the list.

   c) Click the **Remove** button.

   d) Follow the instructions to uninstall the product.

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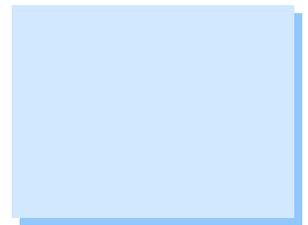
e) A reboot should not be required, but if the installer requests it, then reboot the machine.

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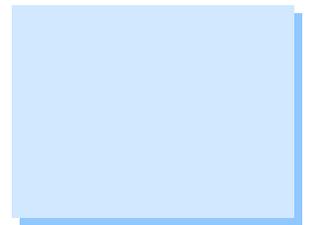
@ptitude Decision Support Server Installation

1. Login to the machine hosting the installation using an account with local **Administrator** rights.

2. Start the installation of @ptitude Decision Support from the install CD. If installing from the single file install, then use '**skfcm**' for the password to unlock the install file.

3. For the setup type, select the "**Server or Standalone**" option. Re-registration as an "**NT Service**" will be done later.

4. Enter the provided product keys for APT201, APT101, APT401 (keys for APT102 are not needed, and can be left blank), in the Product Key page.

5. During the installation process, a command window might popup and stay up. This is due to launching SQLPlus with a script to add the Machine Analyst user to be used by @ptitude Decision Support. If this window pops up, dismiss the window.

6. Finish the installation.

7. By default, the installation is configured to use a blank MS Access database.

8. Launch @ptitude Decision Support Client to test the installation. The asset hierarchy will be empty.

9. Close the @ptitude Decision Support Client application.

10. Stop the @ptitude Decision Support Server. (See **Section A** for instructions.)

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Post-Installation Activities

Follow the below instructions after the successful installation. This section is implemented to restore the @ptitude Decision Support Server configuration settings from a previous installation.

1. Confirm that the **@ptitude Decision Support Server** is not running. (See **Section A**.)

2. Using **Notepad.exe**, edit the **Aptitude.Reg** file that was generated from **Pre-Installation Process** above. These steps are needed to ensure that the new product keys (Release keys) are not replaced by the old product keys.

    a) Find and remove (in this file) the entire section titled:

    [HKEY_LOCAL_MACHINE\SOFTWARE\SKF\Aptitude\PLK]

    b) All the entries named APT??? should be removed

    c) Save the file and exit **NotePad**.

3. Merge the original registry settings.

    a) Double-click on the **Aptitude.reg** file and select **Yes**, when prompted.

4. Launch @ptitude Decision Support Client to test the installation. The asset hierarchy would contain the current database items.

5. To change any @ptitude Decision Support Server configurations, see **Section E**.

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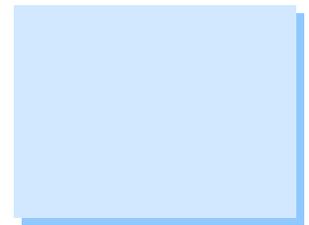
Configuring Oracle Database for @ptitude Decision Support

1. Close all open instances of @ptitude Decision Support Client applications.

2. Stop the @ptitude Decision Support Server, using the **Stop @ptitudeView Server** shortcut.

3. From the Start menu, find the shortcut to the **@ptitudeView Server Configuration** and make a copy of it.

4. Edit the Properties for the new shortcut.

5. In the Target line, add the command line options "**-admin -dbconfig**", then click OK. [Figure 1]
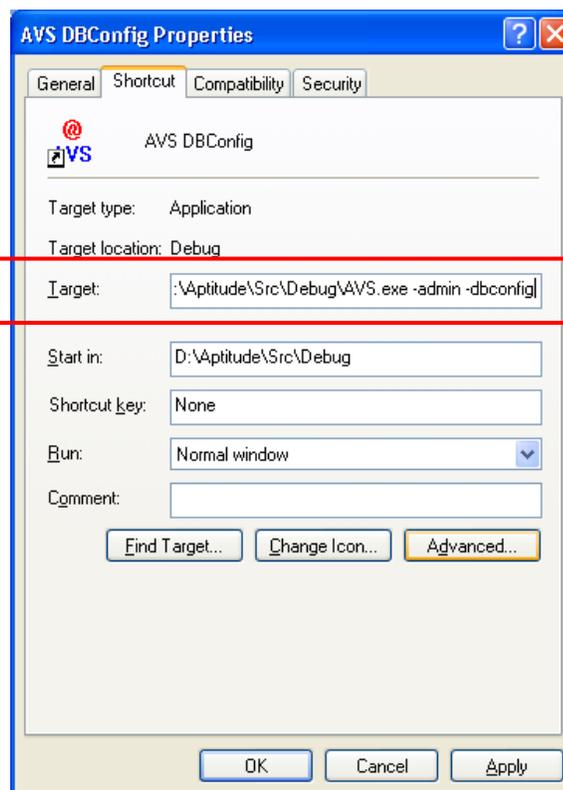
Figure 1. Add –admin –dbconfig to
the Target line

6. Launch this shortcut (double-click on it).

7. Click on the arrow button next to the **Connection** edit box, and select **Oracle**.

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8. Change the part of the Connect string that specifies the database name to match your database name.

9. Figure 2 below shows the use of the Oracle OLE DB database provider. Instead, it is recommended to add a Data Source Name (DSN) for the oracle database and use the DSN in the **Connection** field. A DSN can be added using the **Administrative Tools\Data Sources (ODBC)** short-cut from the Start menu. DSN uses an ODBC driver for Oracle. This method has proven to provide a more stable database connection.
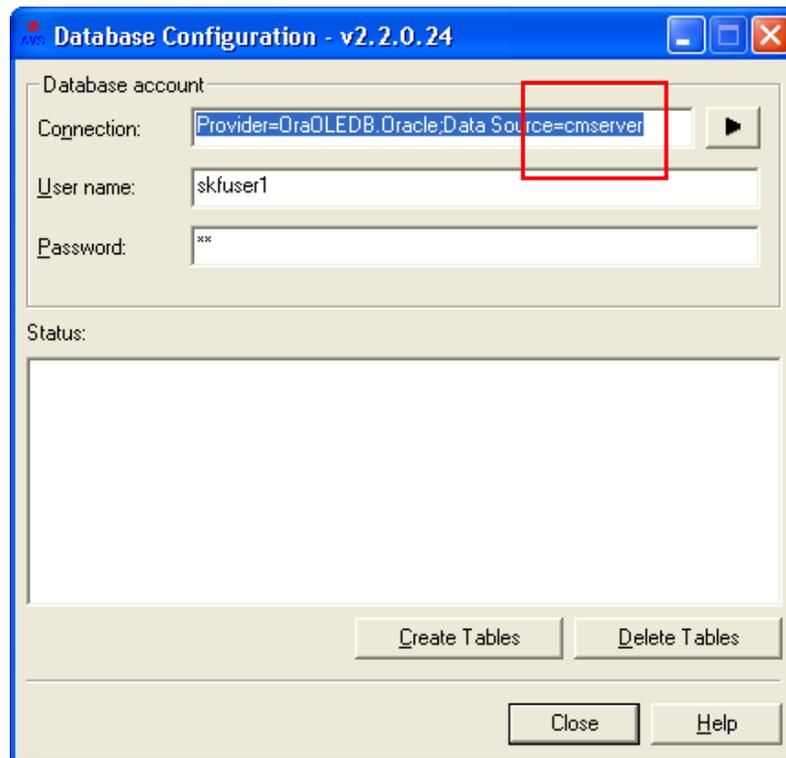
Figure 2. It is recommended that users add a
Data Source Name (DSN) for the oracle database

10. Enter **SKFUser1** for the user name.

11. Enter **cm** for the password. If the password for the SKFUser1 account has been changed, then the new name should be used here.

12. Click the **Create Tables** button. You will be presented with the dialog box to enter the administrator password. This password is a calculated password using the time from the machine clock. The password is the hour (in 24 hour format) multiplied by 60 and added to the minutes.

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Example: If the current time on the machine is 2:45 PM,
Then the password is (14 * 60) + 45 = **885**

13. If successful, this process will take few minutes to complete. If not successful then please call SKF Technical Support to help diagnose the problem.

14. Close this application.

15. Open SQLPlus and connect as **SKFUser1** to the Machine Analyst (MA) database and execute the script **AptitudeUser.sql**. This is found on the @ptitude Decision Support CD. This will add the temporary MA user to the MA database, for the @ptitude Decision Support – MA connectivity.

     SQL> @D:\AptitudeUser.sql

16. Launch @ptitude Decision Support Client to test the configuration.

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Configuring OPC Data Providers for @ptitude Decision Support

1. Launch @ptitude Decision Support Server Configuration application, from the Start menu.

2. From the Settings menu, select OPC Data Provider.

3. For the Server category type, select OPC Data Access Servers Version 2.0 option.

4. For the **Available OPC servers**, select and open the **Local Network** item. [Figure 3]
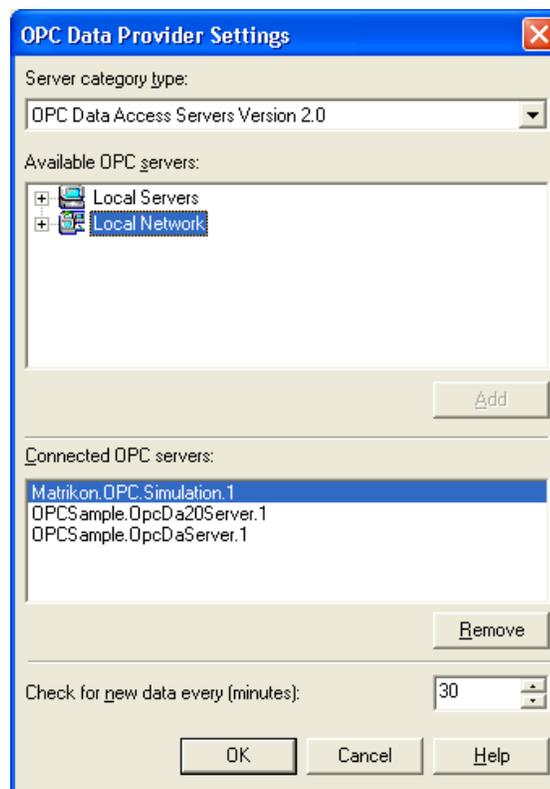
Figure 3. Select the Local Network

5. For each OPC server to be utilized by @ptitude Decision Support, select the machine hosting the OPC server, then select the specific OPC server on that machine. [Figure 4]

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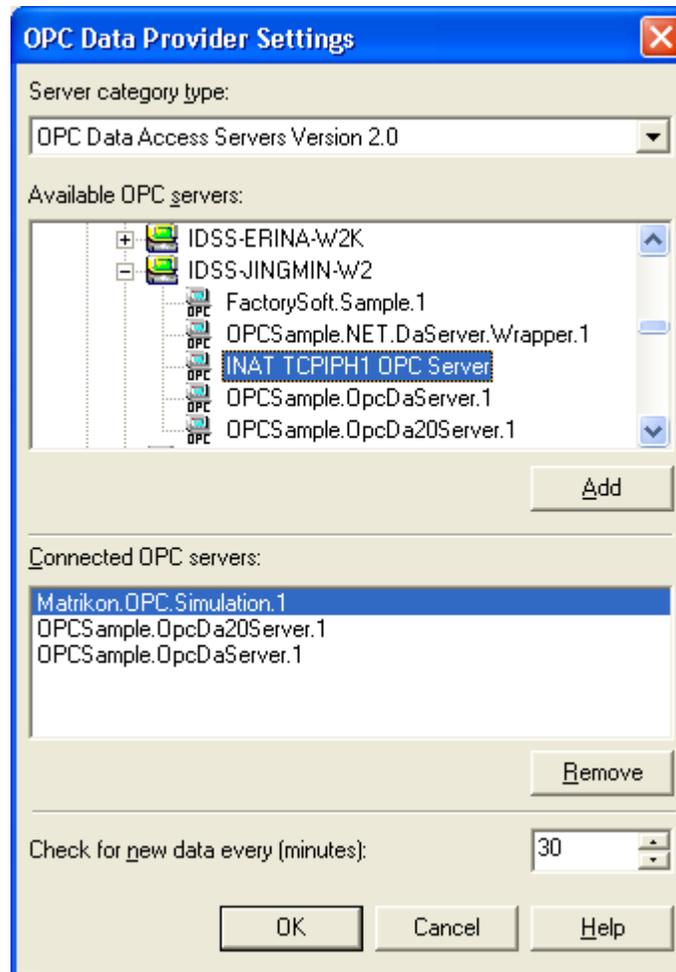
Figure 4. OPC Data Provider Settings

6. If the machine is not listed, then access to the machine may be prohibited.

7. If the machine is listed, but the OPC server is not listed under the machine, then this could be due to one of the following:

    a) The machine does not have any OPC servers installed.

    b) The OpcEnum application is not installed on the OPC Server machine.

    c) The OS is Windows XP SP2 and the Firewall is enabled. If so, then configure the Firewall to allow DCOM access for OpcEnum. For more information please read the OPC Foundation document posted to this web address:

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d) The OPC Data Access version is not supported. Version 1.0 is not supported. Only versions 2.0 and 3.0 are supported by @ptitudeView.

e) Access permission to the OPC Server machine is prohibited.

f) Call TSG for any other reason.

8. Click the **OK** button when finished adding the OPC servers.

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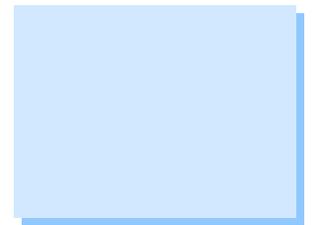
Configuring VibroMeter CMS-1 Data Providers for @ptitude Decision Support

1. Add an ODBC Data Source Name (DSN) for each VM CMS-1 database. The **SyBase** database client drivers must first be installed, before performing this step.

2. Launch **@ptitudeView Server Configuration** application, from the **Start** menu.

3. From the **Settings** menu, select **VibroMeter CMS-1 Data Provider**. [Figure 5]
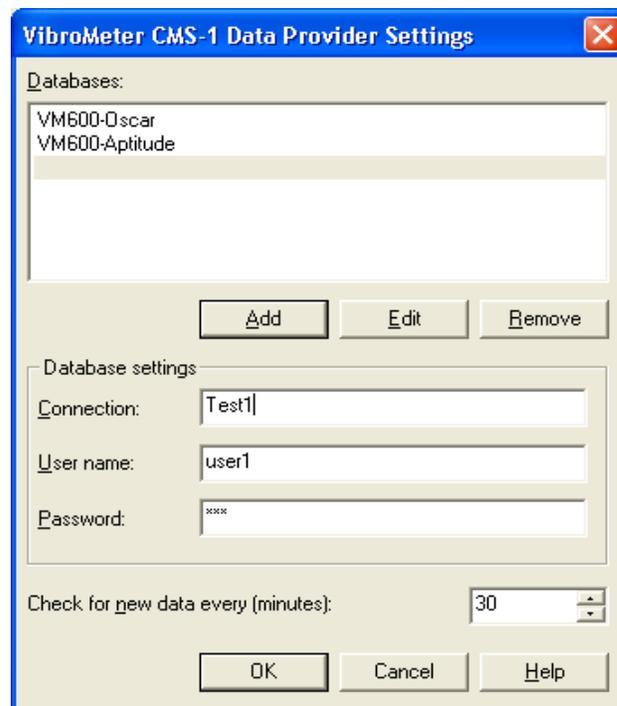
Figure 5. VibroMeter CMS-1 Data Provider Settings

4. For each VibroMeter CMS-1 database to be utilized by @ptitude Decision Support, do the following:

    a) Click the **Add** button.

    b) Enter the ODBC DSN for the **Connection**.

    c) Enter the database account user name for the **User name**.

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d) Enter the database account user password for the **Password**.

e) Click the **Edit** button.

5. Click the **OK** button.

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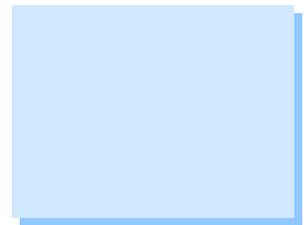
Section A

How to stop the @ptitude Decision Support Server
This section provides the different options to stop/terminate the @ptitude Decision Support Server application.

1. Close all open instances of @ptitude Decision Support Client applications.

2. Confirm if the **@ptitude Decision Support Server** is running.

   a) Right-click on the Windows **task bar**.

   b) Select **Task Manager** from the popup menu.

   c) Select the **Processes** page.

   d) Confirm that the check box labeled **Show processes from all users** is checked.

   e) Find and select the process called **SkfDSB.exe**.

   f) If the process is not found, then the @ptitude Support Server is stopped.

   g) If the process is found, then keep the **Task Manager** open and go to the next step.

3. Stop the **@ptitude Decision Support Server** using the installed tool.

   a) **Start > All Programs > @ptitude > Stop @ptitudeView Server**

   b) Keep this window open until the process disappears from the **Task Manager Processes** page.

   c) If the process does not disappear OR if you are notified that the process was not found or cannot be stopped, then go to the next step.

4. Open the Services window.

   a) **Start > Settings > Control Panel > Administrative Tools > Services**

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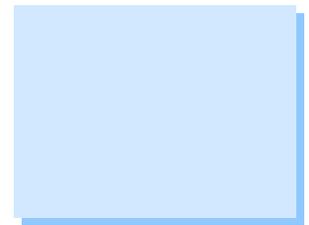
b) Find and Stop the service called **DSB**.

c) If the **DSB** service is not found and/or stopped, then go to the next step.

5. Stop the process using the **Task Manager**.

a) Find and select the process called **SkfDSB.exe**.

b) Click the **End Process** button.

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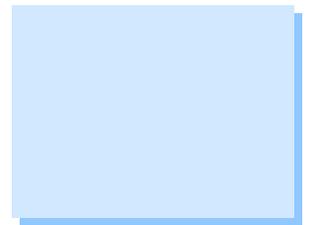
Section B

How to register @ptitude Decision Support Server as NT Service
This section describes how to register the @ptitude Decision Support Server application as an NT Service. Applications registered as NT Services will continue running even after the user logs out from Windows.

1. Close all open instances of @ptitude Decision Support Client applications.

2. Stop the @ptitude Decision Support Server. See **Section A**.

3. From the **Start** menu, select **Run**, and enter **CMD**, to open a command window.

4. Change the working directory to the folder where @ptitude Decision Support is installed on the local machine:

   CD "C:\Program Files\SKF\@ptitudeView"

5. Enter the command:

   SkfDsb.exe –U

6. Enter the command:

   SkfDsb.exe –S

7. Close the command window.

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Section C

How to register @ptitude Decision Support Server as Server
This section describes how to register the @ptitude Decision Support Server application as a Server. Applications registered as servers will terminate after the user logs out from Windows.

1. Close all open instances of @ptitude Decision Support Client applications.

2. Stop the @ptitude Decision Support Server. See **Section A**.

3. From the **Start** menu, select **Run**, and enter **CMD**, to open a command window.

4. Change the working directory to the folder where @ptitude Decision Support is installed on the local machine:

    CD "C:\Program Files\SKF\@ptitudeView"

5. Enter the command:

    SkfDsb.exe –U

6. Enter the command:

    SkfDsb.exe –R

7. Close the command window.

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Section D

How to unregister @ptitude Decision Support Server
This section describes how to unregister the @ptitude Decision Support Server application. Doing so will render @ptitude Decision Support software non-operational.

1. Close all open instances of @ptitude Decision Support Client applications.

2. Stop the @ptitude Decision Support Server. See **Section A**.

3. From the **Start** menu, select **Run**, and enter **CMD**, to open a command window.

4. Change the working directory to the folder where @ptitude Decision Support is installed on the local machine:

   CD "C:\Program Files\SKF\@ptitudeView"

5. Enter the command:

   SkfDsb.exe –U

6. Close the command window.

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Section E

How to change @ptitude Decision Support Server Configurations
When the @ptitude Decision Support Server is registered as an **NT Service** AND the server machine is being accessed using <u>Remote Desktop</u> (via Citrix or Terminal Server), the <u>Settings</u> User Interface of the @ptitude View Server Configuration application will not be visible. This behavior is due to the restrictions applied by <u>Remote Desktop</u> sharing. To remedy this behavior, the @ptitude Decision Support Server has to be registered as a **Server** application and not as an **NT Service**.

Follow these steps when **@ptitude Decision Support Server** settings need to be modified:

1. Stop the @ptitude Decision Support Server. See **Section A**.

2. Register the @ptitude Decision Support Server as a **Server**. See **Section C**.

3. Launch the **@ptitude View Server Configuration** tool and make the appropriate setting changes.

    a) **Start > All Programs > @ptitude > @ptitudeView Server Configuration**

4. Stop the @ptitude Decision Support Server. See **Section A**.

5. Register the @ptitude Decision Support Server as an **NT Service**. See **Section B**.

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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