

Knowledge Base Article

Product Group: Software

Product: CMSW7700 - @ptitude Monitoring Suite

Version: N/A

Abstract

This article explains one method for restarting the @ptitude Analyst Transaction Service when all manual attempts to restart the service have failed.

Overview

Follow the steps below to restart the Transaction Service:

1. On the machine running SQL Server for the Transaction Service in question, launch SQL Server Management Studio and log in. [Figure 1]



Figure 1. Log in to SQL Server Management Studio

2. Expand the **Databases** folder by clicking the [+], then expand the **skfuser** database, and then finally expand the **Tables** folder. [Figure 2]

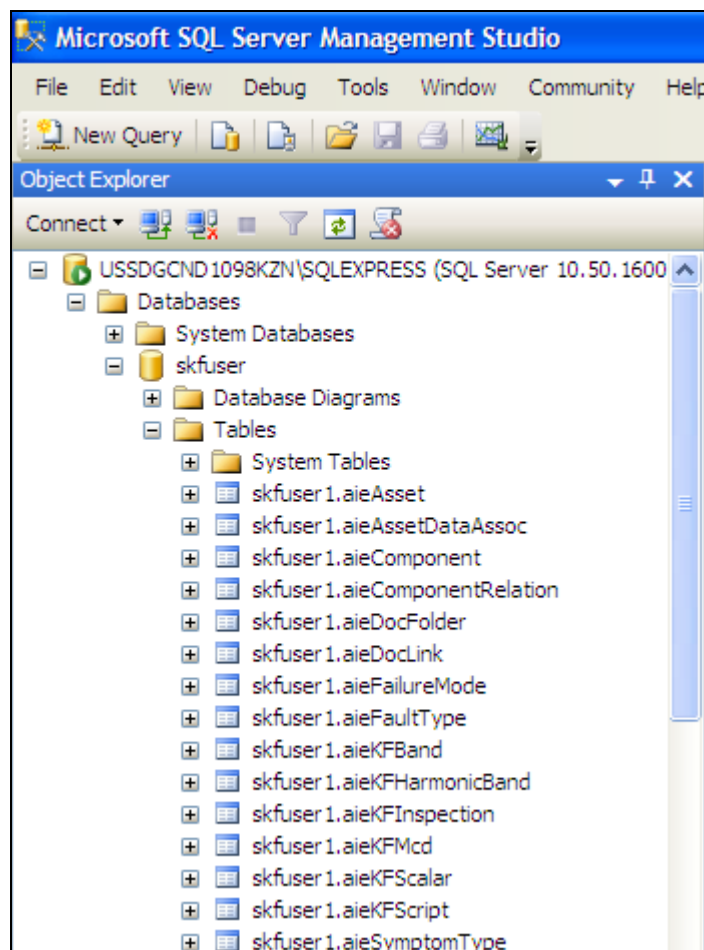


Figure 2. Viewing skfuser database tables

3. Locate **skfuser1.USER_TBL**. Right-click on the selection and choose 'Edit Top 200 Rows.' [Figure 3]

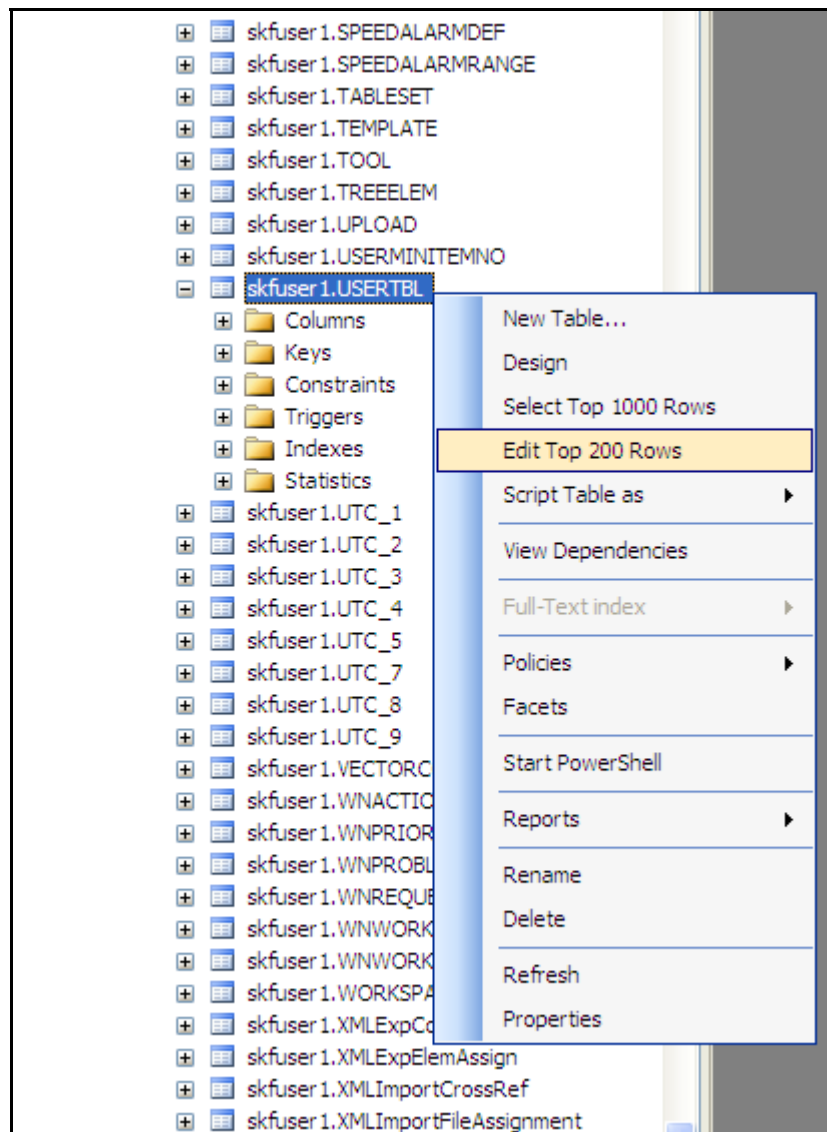
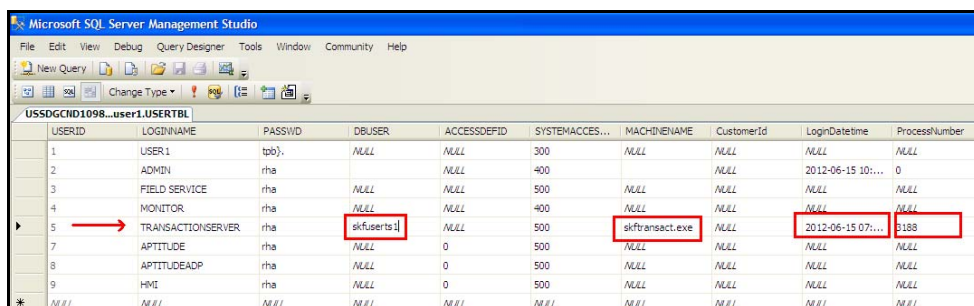


Figure 3. Edit Top 200 Rows

4. Locate the **TRANSACTIONSERVER** login name and set the following fields to **NULL**: [Figure 4]

- DBUSER
- MACHINENAME
- LoginDateTime
- ProcessNumber



USERID	LOGINNAME	PASSWD	DBUSER	ACCESSDEFID	SYSTEMACCES...	MACHINENAME	CustomerId	LoginDateTime	ProcessNumber
1	USER1	tpb}	NULL	NULL	300	NULL	NULL	NULL	NULL
2	ADMIN	rha	NULL	NULL	400	NULL	NULL	2012-06-15 10:...	0
3	FIELD SERVICE	rha	NULL	NULL	500	NULL	NULL	NULL	NULL
4	MONITOR	rha	NULL	NULL	400	NULL	NULL	NULL	NULL
5	TRANSACTIONSERVER	rha	skfuserts1	NULL	500	skfransact.exe	NULL	2012-06-15 07:...	5188
7	APTITUDE	rha	NULL	0	500	NULL	NULL	NULL	NULL
8	APTITUDEADP	rha	NULL	0	500	NULL	NULL	NULL	NULL
9	HMI	rha	NULL	0	500	NULL	NULL	NULL	NULL
*	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL

Figure 4. Change fields to **NULL**

5. Start the Transaction Service again.

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.