

Knowledge Base Article

Product Group: Software

Product: CMSW7700 - @ptitude Monitoring Suite

Version: N/A

Abstract

When attempting a login to @ptitude Analyst or @ptitude Monitor, the message "Application user is in use. Please try again later" is received. This article provides a work around for the issue.

Overview

To correct the error [Figure 1], the Technical Support Group (TSG) must connect to the database host computer and run a script that clears the user table. Sometimes schedules do not permit this as an immediate solution. Therefore, the following can be performed as a work around.

WARNING: *This work around uses up an additional Analyst user. The only way to free up a licensed user is to have TSG clear the user table!*

The monitor login will be used in the following example, but the principle applies for any user.

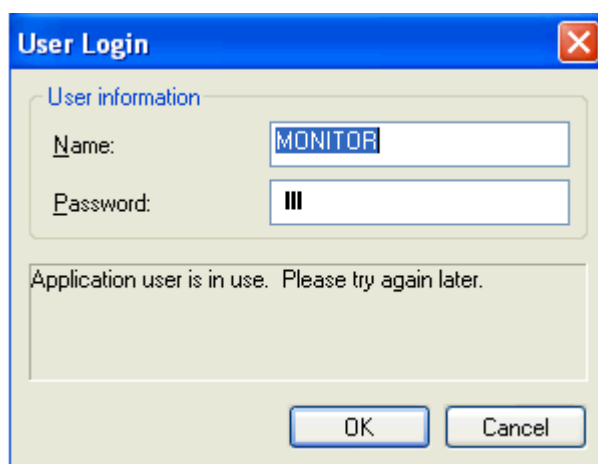


Figure 1. User Login

1. Log into SKF @ptitude Analyst with the admin account (usually **admin** with the password **skf**).

2. Go to **Customize → Administrator**. [Figure 2]



Figure 2. Customize menu

3. If the MONITOR user is selected (or the user who is unable to log in), the [Remove] button will be grayed out, indicating that that user is in use (even when it is not technically in use). [Figure 3]

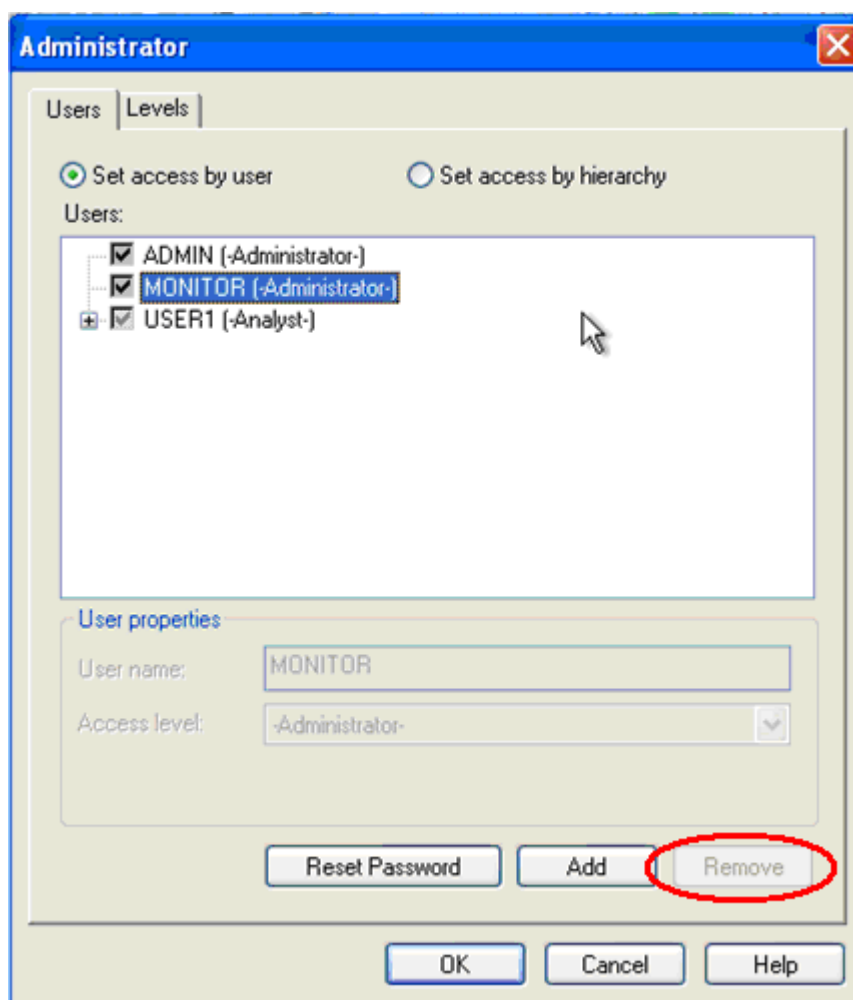


Figure 3. User properties

4. Select the [Add] button and create a new user (in this example, MONITOR1) and give it the same access level as the locked account, and then save it. [Figure 4]

User properties

User name: MONITOR1

Access level: Administrator

Reset Password Save Undo

Figure 4. Create new user

5. The new login credentials for @ptitude Analyst or Monitor may now be used until the user table can be reset to clear the old user. [Figure 5]

Users:

- ☒ ADMIN (-Administrator-)
- ☒ MONITOR (-Administrator-)
- ☒ MONITOR1 (-Administrator-)
- ☒ USER1 (-Analyst-)

Figure 5. User list

6. The password must be input twice to activate the new user. [Figure 6]

User Login

User information

Name: MONITOR1

Verify password:

Please verify the application password.

OK Cancel

Figure 6. User login

@ptitude Analyst or Monitor will now start up normally using the new 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.

