

Knowledge Base Article

Product Group: Software

Product: CMSW7700 - @ptitude Monitoring Suite

Version: N/A

Abstract

When attempting to switch hierarchies in SKF @ptitude Analyst software, a user receives the following error message: ***Encountered an improper argument.*** [Figure 1] This article provides instructions on how to address this error.

Overview

Read the entire content contained in this article and proceed with the instructions below to resolve the error message.

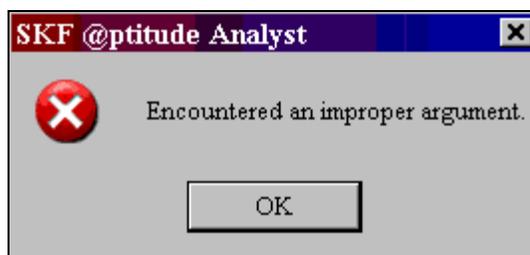


Figure 1. Error message

- This procedure will delete duplicate records from the registration table.
- It is recommended the operator be **completely aware of the records that will be deleted** before proceeding.
- It is recommended the operator **create a backup of the database** before proceeding.

1. Log in to SQL Management Studio as skfuser1 (default password 'cm'). [Figure 2]

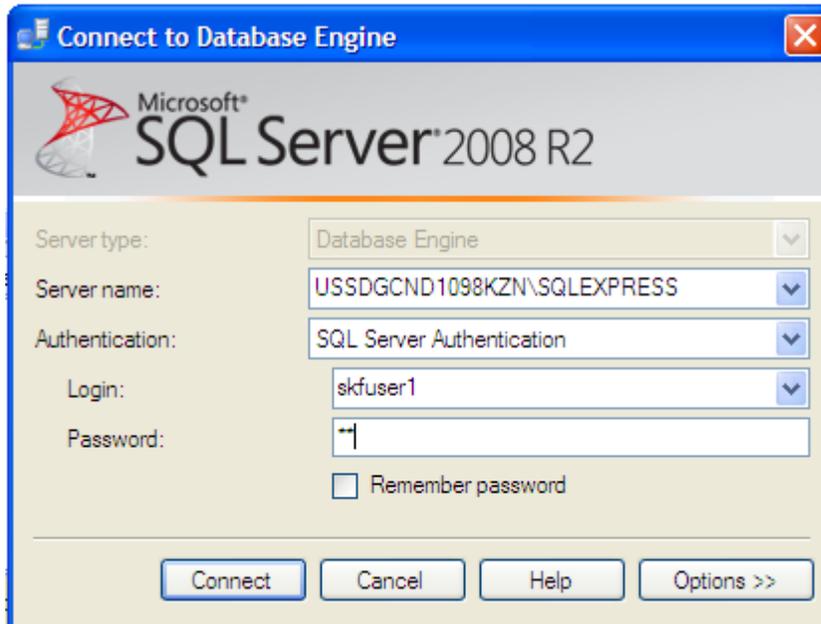


Figure 2. Connect to SQL Management Studio

2. Click on the [New Query] button to open a new query window.
3. Type the command in the query window, and then press the [Execute] button. [Figure 3]

```
select signature from REGISTRATION group by signature
having COUNT(registration.signature) > 1
```

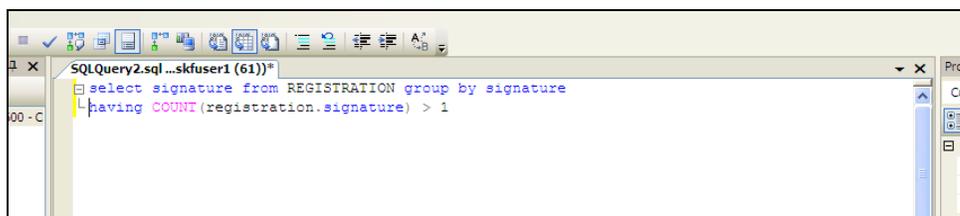


Figure 3. Command window results

STOP! Send the results of the command to the Technical Support Group via email at TSG-america@skf.com before proceeding!

Continue with the following command after the results of Step 3 have been evaluated by TSG.

4. Exit SKF @ptitude Analyst.
5. Execute the SQL command below. [Figure 4] This script will delete the record from the signature table.

```
delete from SELECTOR
delete from FEATURE_SELECTOR
delete from REGISTRATION where signature in (select signature from
REGISTRATION group by signature having
COUNT(registration.signature) > 1)
```

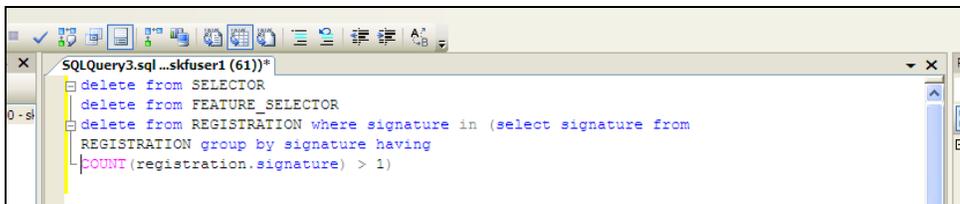


Figure 4. SQL statement to delete record

For further assistance, please contact the Technical Support Group by phone at 1-800-523-7514 option 8, or by email at tsg-america@skf.com.