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Inquire – Knowledge Base Article

Product Group: Software
Product: CMSW7450 @ptitude Decision Support Application
Version: N/A

Abstract

There have been reports where @ptitude Decision Support version 3.0 encountered a problem starting. This article lists a few reasons why the user may experience this. This article also provides solutions on how to correct the issue.

Overview

If an installation of @ptitude Analyst 2010 is performed prior to an installation of @ptitude Decision Support version 3.0, at application startup the user will encounter a problem with @ptitude Decision Support 3.0. The issue is related to the existence of multiple versions of the **`CMLicensekey.dll`**. There are a few situations where this may occur.

- If @ptitude Analyst 2010 was installed first, rename the `CMLicenseKey.dll` that was installed with it before installing @ptitude Decision Support 3.0. Then, install @ptitude Decision Support 3.0. This will allow both versions of the `CMLicenseKey.dll` to be put in the GAC.

- If @ptitude Decision Support 3.0 is already installed, and the user upgrades @ptitude Analyst to version 2010, the issue with the `CMLicenseKey.dll` will not be encountered.

- If a user installs @ptitude Decision Support 3.0 first and then installs @ptitude Analyst 2010, the issue with the `CMLicenseKey.dll` will not be encountered.

In order to register the dll, copy the `CMLicenseKey.dll` file attached and place it in the location, **`C:\Program Files\SKF-RS`**. Now, run the batch file to register the dll.

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.

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