



## Network Troubleshooting – Version 6

If you experience problems that require troubleshooting, please contact technical support. Make sure that you have the most current information that is available.

### **Problem: Intermittent Network Problems**

Make sure that your Microsoft server is not left 24 hours a day, 7 days a week. Microsoft operating systems are not stable enough to run without rebooting from time to time. It is highly recommended that you shut down your server at least once a week. If people need nighttime access, you should shut down the server and reboot after performing your daily or automatic cloud backups.

### **Problem: Index Out of Date, Key Violation, or BLOB Corrupt Errors**

1. Immediately create a backup of your data.
2. Ensure that Local Share is set to true on all work stations.
3. Review the Best Practices guide for the Professional Landlord Version 12. This covers situations where third party applications – most notably cloud backup programs or anti-virus software – interfere with the operation of the database engine.
4. If you corrected any of the problems mentioned in the Best Practices guide, rebuild all the indices, reference files, and general ledger to fix the indices and make sure your data was not corrupted. If your workstations were all correctly set up, proceed to step 5.
5. Another possible cause of data corruption is a bad network card, network switch, or cable connection. If problems persist after all the setup instructions have been followed, hardware problems are usually the cause. If you are using old computers, some users have reported network card problems using 10/100 cards that are set to autodetect. You can have your network or computer technician try jumpering these cards to the speed to be used on the network. If the problem seems related to a particular workstation, you can try replacing the network card on that workstation; if the problem occurs at every workstation (after being tested one at a time alone with the server) you can try replacing the network card on the server. If you cannot locate the problem, contact technical support and indicate that you need assistance with a network problem.

6. If you cannot resolve the problem, you should stop using the database on a network to avoid corrupting the data. If you must continue to work with the errors, make frequent backups and keep several copies of backups until the problem is resolved.

**Problem: Access Denied**

- Workstation may not have read/write access to the necessary folders. Verify access by using Notepad to save and delete a file.
- You can also try running the program as administrator. To try that, right click on the icon and choose Run as Administrator.

**Problem: Multiple Net Files in Use Error**

You did not correctly set up the BDE. Review the Network Setup document #303 and BDE Sharing document #355 and examples and verify that all your workstations have been correctly set up. If you need further assistance, contact technical support and indicate that you need assistance with a network problem.

**Problem: Network Initialization Failed Error**

1. Verify that the workstation is connected to the network drive by using Windows Explorer to see if the network drive is visible.
2. Check to make sure that your workstation has read and write access to the directories specified in the error message. A quick way to test for access rights is to use the Windows Notepad (usually in <<Start, Programs, Accessories>>) or a word processor to save a file in the directory in question. If the word processor or Notepad cannot save the file, you do not have access rights to that directory. In this case you need to contact your network administrator to make sure each workstation has the necessary access rights.
3. How to document #265 contains information on how to determine if you have lost your network drive mapping and need to reestablish it.
4. If the problem persists, try renaming the parent folder that contains the application executable file and create a new lock folder for the BDE using a name that has not been used before. If this works, please let technical support know about this. This has worked before on systems using Norton AntiVirus and we have not been able to determine why the application is being blocked.

### **Problem: Another User Has Exclusive Control to the Database**

1. This is a correct message if another user is performing database utilities. When database utilities are being run, no other users are allowed access to the system.
2. If you receive this message after a workstation has locked up it usually means that the server has not released the locks held by that workstation. If you wait (approximately 10 minutes) the server should release the locks. If it doesn't, try #3 below.
3. Try rebooting the file server. **MAKE SURE YOU NOTIFY YOUR NETWORK ADMINISTRATOR BEFORE DOING THIS.**

### **Problem: Occasional or Frequent Lockups**

1. Follow the instructions for recovering from a power failure at the start of this troubleshooting section.
2. If you experience occasional or frequent lockups and are using a screen saver or a virus detection program, you should try disabling one or both of these programs. Some virus detection programs are known to have bugs that cause them to lock the system when the screen saver activates.
3. On rare occasions lockups, general protection faults, and other problems have been traced to bad video cards or drivers. Make sure you have current drivers for your video cards.
4. Bad memory or a bad motherboard may also cause lockups.
5. Disable anti-virus checking on the PROMAS working folder and trust the application. Virus programs do not respect the file locking rules used by the database files and may cause unpredictable behavior or cause record updates to fail. Schedule your backups and virus scans after hours or suspend use of the PROMAS program while performing these functions.

## **MICROSOFT NETWORK ISSUES**

This section deals with known bugs in the Windows operating systems. These issues must be addressed on every computer in your office to insure that the network will not corrupt your data. PROMAS involves heavy transaction processing and requires that the network work correctly in high traffic situations.

## **Network Utilities**

The network utilities test writes to and reads from the Server. If the Quick Test checkbox is marked, one hundred records are written to the server drive. If unmarked, 2,000 records are written. Upon completion an information box will display the results.

If the test fails, a network card, hub or cabling is a prime suspect. If the test passes, it means that no errors were detected during the test. Run the network utilities regularly if you are experiencing what you suspect to be network errors.

### **Go to File, Network Utilities and run the test.**

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### **Test one workstation**

- At the workstation, sign on to PROMAS and go to File, Network Utilities.
- Mark the Stand Alone Test radio button and then click the Begin

### **Test all workstations simultaneously**

- At the first workstation mark the First Workstation radio button.
- At the other workstations (except the last) mark the Additional Workstation radio button
- At the last workstation mark the Final Workstation radio button.
- At the first workstation, click the Begin Workstation Test button.
- If the test fails, contact your network administrator or PROMAS Technical support.