Overview

This guide covers the solutions to network issues you may encounter with Promas Version 6 rental or association management software. The information in this guide does not apply to The Professional Landlord Version 12.

Related Guides

Please review the [Best Practices Guide for Version 12](#) for important information regarding other software and environment settings that may interfere with the database engine used by the software.

Please refer to the [Installation Guide for Version 6](#) for information on how to install the application on the computers on the network. If you are considering purchasing a new computer, we recommend reviewing the [Hardware Recommendations for Version 12](#).

For customers using The Professional Landlord ®, we strongly recommend that Version 6 users convert to Version 12. Please review the [Benefits of Converting to Version 12](#) and [Hardware Recommendations for Version 12](#) for more information.

How to Use This Guide

Always ensure that your Windows Operating system is up to date and has no pending updates that require a reboot. Windows 8 and 10 can behave erratically when an update is pending.

If you are using an unsupported version of Windows, such as Windows XP or Vista, you may not be able to resolve the issues without updating to the latest version of Windows. If Microsoft has ended support for an operating system, we do not provide support for operating system or network related issues. We will provide technical assistance when possible to help locate network problems, but we cannot troubleshoot or set up the network for customers.

Keep in mind that more than one issue may be the cause of a problem. If a troubleshooting solution does not work, do not undo the solution but move on to the next solution. Start with the simplest solutions before moving on to more complicated solutions.

The Version 6 Database Engine

The Borland Database Engine (BDE) is a shared Dynamic Link Library (DLL) which must be installed on any computer used to access Promas Version 6 data. The BDE uses a shared network directory to control access to the database. For the application to function properly, the BDE on each computer must be pointed to the same network directory and the path structure from each computer must be identical. The following are examples of identical path structures provided they all point to the same physical location:

- P:\Locks, S:\Locks, C:\Locks
- All set to \\Server\Users\Public\Locks
- All set to \\Server\Share\Locks

The following are examples of non-identical path structures even if they all point to the same physical location. This type of configuration will produce database errors:

- P:\Data\Locks, S:\Locks, C:\Data\Locks
- \\Server\Users\Public\Locks, S:\Users\Public\Locks, P:\Locks

The BDE stores configuration information in the Windows User Profile. It is important that the application and the BDE are both run in a manner that uses the same storage location. The Windows property that controls the storage location for an application is the "Run As Administrator" setting in on the Compatibility tab. Windows application properties are set by right clicking the application icon. Information on setting this property can be found in the Installation Guide for Version 6.

Problem: Power Failure Occurred

- We recommend having battery backups installed on the server and desktop workstations to prevent data loss from a power outage.

- In the event of a power failure, follow the instructions near the end of this guide on How to Rebuild the Database.

- If you experience error messages after the power failure, please contact Technical Support and let them know both the errors and make sure they are aware that there was a power failure.

Problem: Slow Performance

- Peformance is subjective and related to the amount of data stored in the application. We do not recommend running on wireless networks.

- Please review the Best Practices Guide for Version 12 for important information regarding other software and environment settings that may interfere with the database engine used by the software.

- Please review the section near the end of this guide on Hardware Related Issues.

Problem: Application Occasionally Locks Up or Other Intermittent Network Problems

- Make sure that your server is not running 24/7/365 without rebooting. Microsoft servers are not stable enough to run without rebooting from time to time. We recommend setting the server to reboot at least once a week. Review the [Best Practices Guide for Version 12](#) which contains information that also applies to Version 6 network environments.

- If problems persist and the network is set up to use mapped drives, change the network directory and working directory configurations on all workstations and the server to use UNC paths. Instructions on how to Configure the Application and Configure the Database can be found in the [Installation Guide for Version 6](#).

- The problem could be hardware related. Please review the section in this guide on Hardware Problems.

Problem: Index out of Date, Key Violation, or BLOB Corrupt Errors

- Before taking any additional steps, back up your database. Do not overwrite any previous backups. These errors indicate the database may be susceptible to corruption.

- Unless there was an identifiable problem such as a power outage, power surge, or hardware failure that has been resolved, please review the [Best Practices Guide for Version 12](#) which contains information that also applies to Version 6 network environments. Anti-virus software, cloud backup software, and malware can all interfere with the operation of the database engine.

- Rebuild the database following the instructions at the end of this guide.

- If problems persist and the network is set up to use mapped drives, change the network directory and working directory configurations on all workstations and the server to use UNC paths. Instructions on how to Configure the Application and Configure the Database can be found in the [Installation Guide for Version 6](#).

- If the problems persist using UNC paths, the issue may be hardware related. Rare, but possible causes are a failing hard drive, a bad network card, a bad network cable, or a faulty network switch. If you cannot locate the cause, please contact technical support and indicate that you need assistance with a network problem.

- If you can stop using the database on the network or with problematic workstations, we recommend doing so to prevent corrupting the database. If you must continue to work with the errors, make frequent backups and keep all backups until the problem is resolved.

Problem: Access Denied

Confirm that the workstation has read and write access to the directory specified in the error message. See the section below on How to Confirm Read and Write Access to a Directory.

Problem: Multiple Net Files in Use Error

The BDE configuration on one or more workstations does not match the configuration on other workstations. Please review the Configure the Application and Configure the Database sections of the [Installation Guide for Version 6](#). Make sure that the application and the BDE Administrator applications are both set to "Run as Administrator" in the Compatibility section of their application properties.

Problem: Network Initialization Failed Error

- Confirm that the workstation is connected to the network drive by using Windows Explorer to see if the network drive is visible.

- Confirm that the workstation has read and write access to the directory specified in the error message. See the section below on How to Confirm Read and Write Access to a Directory.

- Confirm that the application and the BDE Administrator applications are both set to "Run as Administrator" in the Compatibility section of their application properties. Instructions on how to Configure the Application and Configure the Database can be found in the [Installation Guide for Version 6](#).

- If problems persist and the network is set up to use mapped drives, change the network directory and working directory configurations on all workstations and the server to use UNC paths. Instructions on how to Configure the Application and Configure the Database can be found in the [Installation Guide for Version 6](#).

Problem: Another User has Exclusive Control of the Database

- This message is normal if another user is rebuilding or updating the database using the database utilities. When the database is being rebuilt or updated no other users are allowed access to the system.

- If you receive this message after a workstation locks up, it is possible that the server has not released the locks held by the workstation. If you wait approximately 10 minutes the server should release the locks. Note that workstations should not lock up on a properly functioning network environment.

- If the error persists, try rebooting the server. MAKE SURE YOU NOTIFY AND HAVE PERMISSION FROM YOUR NETWORK ADMINISTRATOR BEFORE REBOOTING THE SERVER. Note that this error should not occur on a properly functioning network. Please review the [Best Practices Guide for Version 12](#) which contains information that also applies to Version 6 network environments.

Problem: SPOOL32 Errors

Search for the word "SPOOL32" in the Microsoft Knowledge Base available at www.microsoft.com. There are several articles on the subject.

How to Confirm Read and Write Access to a Directory

- Use Notepad or a word processor to create and save a file to the directory.
- If the file cannot be saved, you likely do not have the necessary access rights or permissions. Contact your network administrator for assistance.

How to Rebuild the Database

Note that it is not normal to have to rebuild the database in a properly functioning network environment.

- Have everyone log out of the application.
- Make a backup of your data. Rebuilding the database will replace files that can be used to reconstruct data if it was damaged.
- If you have the application installed on the server, log on to the application on the server.
- Select Database Utilities from the File menu.
- Check the boxes for rebuild the indices, reference files, and the general ledger.
- Click "Run Database Utilities" to repair the database. This may take several minutes to run.
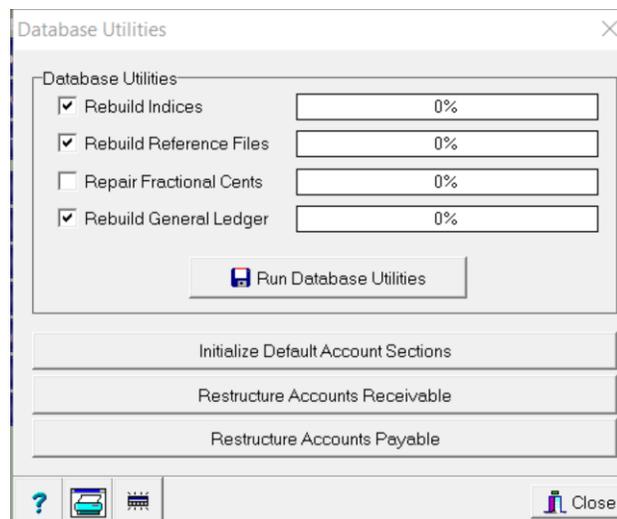
- If problems persist, please contact the Help Desk to evaluate the best course of action for your problem.

Hardware Problems

- If the computer shares a network connection with a phone, phones may have low quality network connections that reduce network speed. If possible try connecting the computer directly to the network drop to determine if the phone is the issue.

- Unreliable network. This is a rare. Accessing the database is highly data intensive and can involve dozens of open files and thousands of data transfers in short spans of time. It cannot be compared to editing documents or other less intensive network traffic. Network cards, cables, and switches can all be an issue. A common way for a network cable to be damaged is to run it under a carpet.

- Failing hard drive. This is rare. A failing hard drive controller can both corrupt written data and can fail to correctly read data. It can take months for a faulty hard drive to fully fail.

- Faulty network card drivers can occasionally cause problems. This is rare. Realtek network cards on Dell computers sold in the past have known problems with the shipped drivers. If you are experiencing problems without an identifiable cause, make sure your network card has up to date drivers. In addition, make sure your network card is not operating in a power saving mode that may cause it to sleep during periods of inactivity.

- Faulty video card drivers. On very rare occasions a faulty video card or drive can cause general protection faults, illegal operations, or other operating system errors. If you are experiencing problems without an identifiable cause, make sure your video card has up to date drivers.

- If the problem appears related to printing, make sure your printer driver is up to date.