



Network Running Slow

If one or more computers are running slow on your network, here are some things to look for before calling tech support for PROMAS or for your network. These are all taken from customer's actual experiences.

- Be sure you have run the Net Check program (ncheck.exe found in RPROMAS\Bins or APROMAS\Bins) on the server as well as each workstation.
- Check to see if there are screen savers or virus scanning software running. If you have virus scanning software, make sure it is not scanning the data files while you are trying to access them. This also applies to automatic backup programs - they cannot backup while someone is in the program.
- Run File, Network Utilities in PROMAS to see if it picks up any errors.
- Network card speed = 10MB or 100MB? — 100 is better, faster — check the Router/Switch lights to see if it's actually running 10 or 100
- If the server is also a workstation, see what the response time is on the server vs a workstation
- Disconnect and shut off all machines except 1 workstation and the server. Test the timing. Do the same for each workstation.
- Test the response time on the Residential Demonstration database on the server and then on a workstation. How do the response times compare? How do they compare with response times on your database?
- Make sure local directories all point to the local drive for that machine - look in Help, About to see where the local directory is pointing. Change it if necessary in File, Local Directory.
- Are there other programs running? Do <Ctrl><Alt> to see what programs are active.
- Be sure your virus program is not scanning the PROMAS data files while in PROMAS. Disable virus checking on the PROMAS working directory.
- If you are on an NT network, are you using SP4, 5, 6, or 6a? There is a reported problem with database access using any of those service packs. For more information go to:

support.microsoft.com/default.aspx?scid=kb;EN-US;q249799

- Is your server shut down regularly? It is recommended that it be shut down at least once a week.
- Be sure the right network card driver is installed.
- Search on and delete all instances of ARTemp.db, APTemp.db, JLTemp.db.
- Check your computer for spyware.
- If one computer is slow, reload the Windows operating system.
- A bad video card, video driver, network card, memory, motherboard can all cause your computer to run slow as well as cause data corruption.