



Version 6 - PROMAS NETWORK Troubleshooting

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 running 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 backup.

Problem: Index Out of Date, Key Violation, or BLOB Corrupt Errors

1. Verify that no workstation is using the IPX/SPX compatible protocol. See the section titled “Microsoft Network Issues” for more details.
2. Verify that every Windows XP workstation has a good redirector. See the section titled “Microsoft Network Issues” for more details. The Net Check program described previously can be used to quickly test for a bad redirector.
3. Make sure the necessary registry changes have been made on every workstation. See the section titled “Microsoft Network Issues” for more details. The Net Check program can be used to quickly test to see that the correct registry entries have been made.
4. If you corrected any of the problems mentioned in steps 1-3, 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 or cable connection. If problems persist after all the setup instructions have been followed, hardware problems are usually the cause. 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 by using Notepad to save and delete a file.

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.

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: SPOOL32 Errors

This is a known problem with the Windows operating system. If you experience SPOOL32 errors, please search for the word "SPOOL32" in the Microsoft Knowledge Base available at www.microsoft.com. There are several articles about problems with SPOOL32.

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 virus checking on the PROMAS working folder. 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.

Windows NT and XP Problems with IPX/SPX Compatible Protocol

Due to bugs with Microsoft's IPX/SPX compatible protocol (see Microsoft articles Q171351 and Q151677), PROMAS should not be used on any network running this protocol or on a stand alone machine connected to such a network. This may mean that PROMAS should not be used on networks that use both Novell and Microsoft servers or that use Jet Direct printers unless changes are made to the protocols being used. There does not appear to be a problem using Novell's IPX/SPX protocol. Based on user reported experiences and feedback from several network consultants, we do not recommend using PROMAS on any network running any version of Microsoft's IPX/SPX compatible protocols.

In Windows NT: To see the protocols used, from the Start button select "Settings" and then "Control Panel". Double click the "Network" icon. In Windows 95 and 98, the protocols are listed with the loaded drivers. In Windows NT the protocols are on a separate page labeled "Protocols". If the IPX/SPX compatible protocol is present, contact your network technician for information on how to remove it.

In Windows XP: To see the protocols being used, click the Start button and Control Panel. Double click the Network Connections icon. Right click the Local Area Connection icon. Select Properties from the menu. On the General tab, view the installed protocols.

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.

- 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.

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 Workstation Test button.

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.