

Networking Errors

This support note is suitable for:

- MYOB Premier v 3
- MYOB Premier v 4
- MYOB Premier v 4.5
- MYOB Premier v 5

When running Premier in Multi User mode there are continuous messages being sent between all machines who are logged into the session. When one machine records a transaction or updates the data file, Premier uses the NetBIOS/ NetBEUI or TCP/IP protocol to send a message to the other machines to update the information displayed on their screens. A message is then sent back to the original machine to confirm that the message has been received. If the message was not successfully transported to one of the machines, possibly due to Premier 'timing out' on that machine, a message such as this may appear on Premier

A network error (XX.XXX.XXXX.X) has occurred. Unable to send message to ZZZZ, This user may have signed out improperly, there may be a problem with his network connection, or there may be a problem with your network connection. No more messages will be sent to this user for the remainder of the session.

In previous versions of Premier if you were having networking problems, Premier would terminate with a Termination Code 1250. This is no longer the case. Instead Premier will display the above error message and continue running. What this message means is that when the computer who received the error messages records information, the user who the error was referring to will no longer have any lists that they have open automatically updated.

Example: Computer 1 and Computer 2 are logged into the same data file. Computer 2 has stopped responding to network messages. Computer 1 is recording transactions and receives a message saying that it was unable to send a message to Computer 2 and will no longer send messages for the rest of the session. Computer 2 is still logged into the same data file. If Computer 2 is in the Card file viewing Customer Cards, and Computer 1 is recording a sale, the card balances will not update until; Computer 2 either presses F5 (to refresh lists) or closes out of that list and goes back into it. This

works the same way as if you had your Preferences (Under Setup> System) checked to have Automatically Refresh Lists unchecked.

What steps should I take if I experience any network errors?

If you are experiencing networking errors, there are a number of settings that you should check on all your machines on the network running Premier. Some things to check are

- Lockfiles
- Network Configuration
- Other Applications Running
- Power Down and Screen Savers
- Data file location
- Hardware
- Resources on machines
- Slow machines and network cards
- Distance between machines

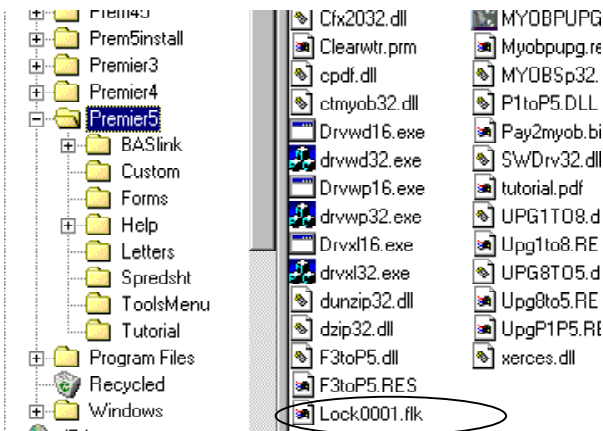
What is a lock file and how can I see if I have any on my system?

Lock files

Whenever a user logs into Premier a temporary Lockfile is created to store the User's name who is logged into that data files session. When each additional user logs into the data file, their User Id name is added to the Lockfile. When you log out of Premier, your name is deleted from the Lock file and, when the last User logs out the Lockfile will then be erased. If you have experienced termination or crash or have not closed Premier down correctly, then your user name may not be deleted from the lockfile, causing the other machines to attempt to send messages to you.

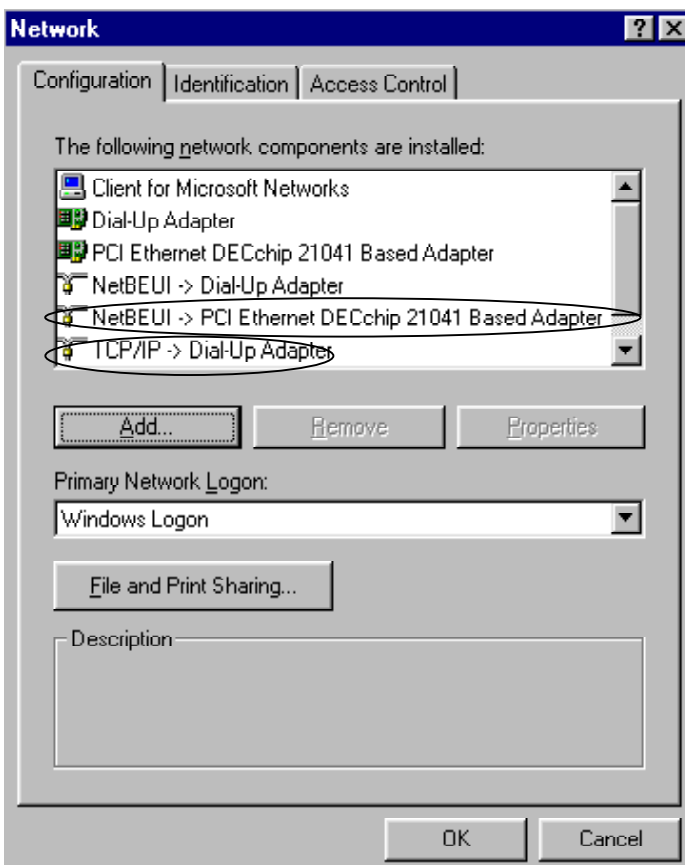
When everyone is logged out of Premier check to see if there are any lock files. Lock files are stored in the same directory as your data file.

At the host machine go to **Start>Programs>Windows Explorer** and select the folder where your data file is stored. Check for any files called Lock0001.flk or Lock0002.flk (it could be up to Lock0010.flk) and delete them if all users are logged out of Premier.



What are the recommended Network Configurations for (Windows 95/98)?

You have the choice of running Premier on two different protocols. Either NetBEUI or TCP/IP, MYOB will look for these when you log on with that Protocol. The protocol that you choose needs to be installed otherwise you will receive a message telling you that you do not have the correct protocol installed. You need to have the protocol that you wish to use bound to your network adapter.



Example: In the window above there is NetBEUI and TCP/IP installed. NetBEUI is bound to the Local Area Network Adapter and TCP/IP is bound to the dial up adapter. If you choose to use TCP/IP as the protocol to log into MYOB it will not warn you that the protocol you are using is **NOT** bound to your Local Area Network Adapter. However you still may receive an error message after some time of working in Premier. If you plan to use TCP/IP you need install it so that it is bound to your Local Area Network adapter and is configured correctly. See Support Note 2102 on how to set up TCP/IP. You may also need to consult your Network Administrator.

The Configuration tab (Under **Control Panel**> **Network**), lists all the adapters and protocols that you have installed. Any adapters or protocols that you do not use or need should be removed. For example, if you have a Modem connected to this machine you may not need Dial Up Adapter.

You may also have a protocol such as IPX/SPX that you do not require, or if you no longer require NetBEUI you can remove this after you have installed TCP/IP. Consult your IT Consultant or Administrator before removing any of these.

You will notice that the protocol listing will indicate which protocol is bound to each adapter. E.g. NetBEUI>PCI Ethernet DECchip 21041Based Adapter. The PCI Ethernet DECchip 21041Based Adapter in this example is the Ethernet adapter used on the Local Area Network. You do not need the protocol bound to a Dial Up Adapter to run Premier, though it may be required for other programs, or if you have a Modem. You will not need NetBEUI bound to your Dial Up.

What are the recommended Network Configuration for Windows NT?

You have the choice of running Premier on two different protocols. Either NetBEUI or TCP/IP, MYOB will look for these when you log on with that Protocol. The protocol that you choose needs to be installed otherwise you will receive a message telling you that you do not have the correct protocol installed.

To check that you have the correct protocols installed go to **Control Panel** > **Network** > **Protocol**. If you are using NetBEUI it will need to be on this list and if you use TCP/IP to run Premier you should see TCP/IP on the list. Any protocols that you do not require you should remove. Consult your network administrator before you remove any of these. If you do not have the correct protocol on the List, Click Add and install from your Windows CD. If you are using TCP/IP you need to ensure that it has been configured for your Local Area Network adapter. See Support Note 2102 'Setting Up TCP/IP' you may also need to consult your Network Administrator

Other Applications.

There is software you can install that provides certain benefits to your computer system, but may take up valuable resources from your computer, resulting in 'timeouts'. You should remove any applications running in the background that you

do not use or require. You may find that there are a number of applications running that you are not aware of because they load automatically when you start up your machine. To find what is running in the background hold Ctrl+Alt+Del to view the Task Manager. Any applications that you do not require should be removed by clicking End Task, **Do NOT End Task on 'Explorer'**. An example may be Microsoft FindFast and Office StartUp Assistant (OSA). Remove anything from your Start Up folder that you do not need.

Removing applications from your Startup folder will not remove the application from your computer, but stops it from loading automatically.

To view your Start Up folder Click

Start>Settings>Task Bar>Start

Menu Programs>Remove. Open the StartUp folder and highlight the applications you wish to remove and Click Remove

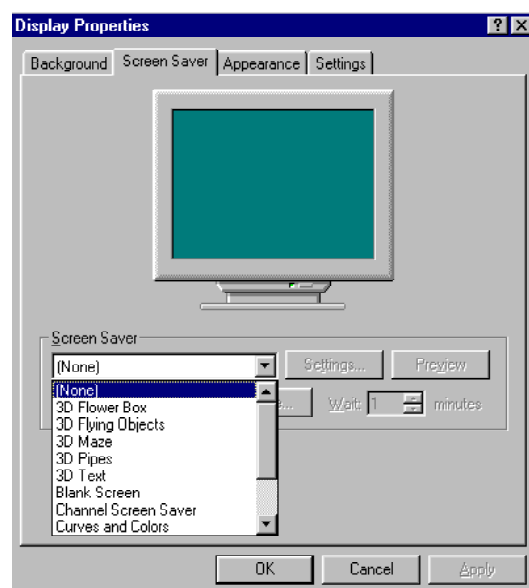
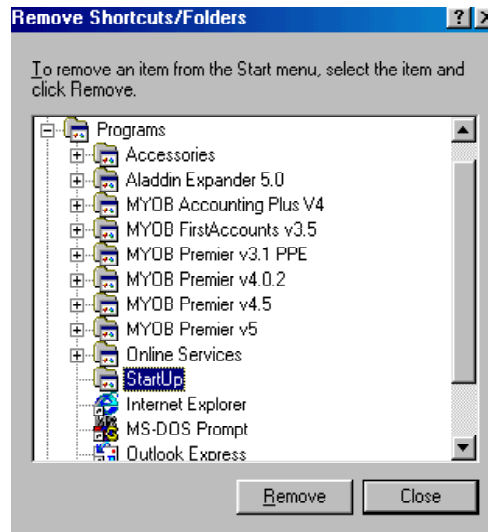
Power Down and 3D Screen Savers

Had any of the Premier machines been left idle when the problem occurred? One of the machines may have a CPU or Hard drive 'Power down' feature. You may get a 'Network Error... could not send message to Bob'. Bob may have been left idle and powered down, causing it to stop responding to the network and to Premier. We suggest that you turn off any Power down features.

To turn off any Power down features go to **Start>Settings>Control Panel>Power>** and deselect 'When powered by AC power', or set Power Scheme settings to 'Never'. You may also need to switch these off from the machines BIOS, consult your IT Consultant or Network Administrator about this.

3D Screen Savers can also cause this problem. We suggest that you also disable any 3D Screen Savers.

To disable Screen Savers, go to **Start>Settings>Control Panel>Display>Screen Savers**, Select 'None', or a Non-3D type screen saver.



Data file Location

Is the data file on a server, which is also being used for other applications? If so it may not be able to allocate enough resources to Premier. Perhaps try moving the data file to another, powerful, workstation, and run Premier Peer-to-peer.

Possible Hardware problems

Problems with network adapter cards, network cables, or the connection between the two could cause transmission problems affecting Premier. There could also be a problem with the software that drives these adapters. Make sure you have updated drivers for Network cards and other hardware. You should check your Vendor's web site regularly for updated drivers. If you are running on Windows 98 and have Realtek drivers, see Support Note 2120 Win98 probs and Realtek

Make sure that in the Device Manager (**Start > Settings > Control Panel > System > Device Manager**) that the Network adapter is not installed under 'Other Devices'.

You should also consider running a Network Diagnostic software to test for transmission errors.

Low Resources

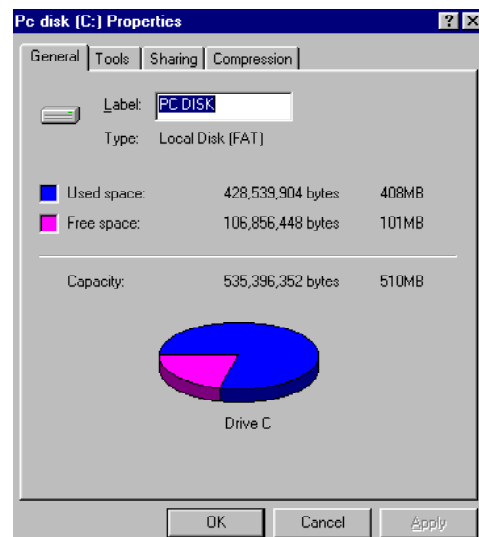
Check that each machine has sufficient resources: CPU, RAM, HD space for Virtual memory (keep 5-10% free min Hard Disk space). Check the amount of free system resources, there should be at least 80% free, when Premier is open.

To check your System Resources go to **Start>Settings>Control Panel>System>Performance**.



It is recommended that a minimum of 10% of the total capacity of hard disk (or 100 MB, which ever is larger) is kept free.

To check your computer's hard disk space, go to **Start>Programs> Windows Explorer**, highlight the C:\ drive and go to **File>Properties> General**. This will display the amount of available disk space.



Distance between machines

If the distance between the machines is too great, messages may not be transmitted properly, (roughly 200m per segment for thin Coax/10Base2 and 155m from machine to hub on a twisted pair/10BaseT network). You need to ensure that the distance between machine is not too great for the cable to support.

Slow machines / Fast network card

If Premier has to communicate with a slower machine on the network, a backlog of messages could be created, therefore causing the timeout. This could also occur if a fast machine has a slow network card and a slower machine has a faster card.

What do I need to check on each Workstation?

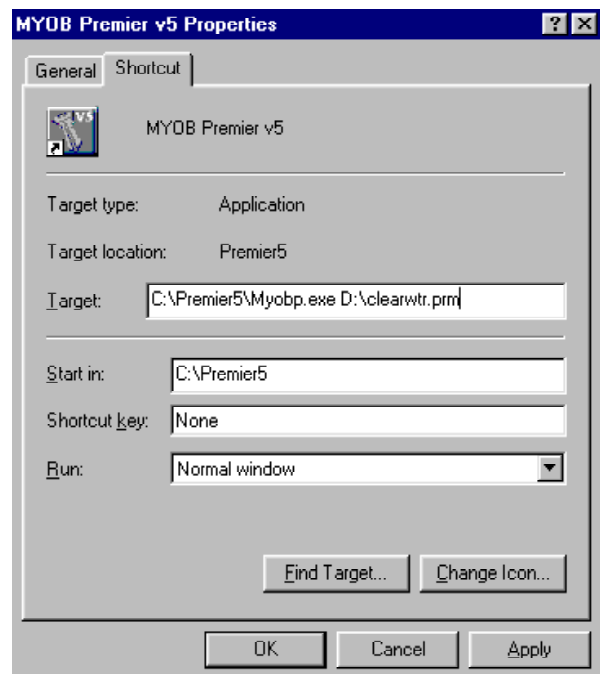
Shortcuts

Premier is a Peer-to-peer networking program; therefore it needs to be installed on all machines. If you use a Shortcut to access Premier, check the Target to ensure that the application is running locally.

Right Mouse click onto the shortcut, go to **Properties>Shortcut**. Where it reads 'Target' it should read C:\Premier5\myobp.exe D:\filename.prm

Where D:\ is the network drive that is mapped to host machines Premier5 folder and filename.prm is the name of your data file.

The 'Start in' field needs to read C:\Premier5 to ensure that all the dll files are also run from the local machine.



The above is a guide to eliminating network errors that you may experience, please ensure that you have checked all of the settings on all machines using Premier, before contacting our Technical Support Team. You may need to contact your IT or Network administrator for assistance.

Please log all error messages before calling, including all error numbers and what the users were doing when the error occurred.

If you require any further Support Notes please call our Support Desk or download from our web site www.myob.com.au/support/notes/