

MYOB® Support Note

Virtual Redirector in Windows 95B

This support note is suitable for:
MYOB Premier Accounting

There appears to be an inconsistency in the networking system in some versions of Windows 95 that causes corruption in the index files of networked databases such as MYOB PREMIER. As a result, you may find that the database locks up unexpectedly and that you have to reindex and compress (optimise) your databases frequently. Also, lookups may fail or don't return the expected results, or the count of contacts in the database may be wrong. These are all symptoms of corrupted database index files, caused by the Microsoft networking problem.

Specifically, the "redirector" component of Windows 95b appears to be flawed. The affected files are **VREDIR.VXD** and **VNETSUP.VXD**, both located in your C:\Windows\System directory. Microsoft has identified and fixed the problem, and recommends that you replace these files with the versions 4.00.1116 and 4.00.1112 respectively. There is a patch called VRDRUPD.EXE, available from Microsoft, that you should run on each PC that is using MYOB PREMIER. Don't just copy the 2 VXD files from some other PC; always use the patch, since it checks and updates some other files used by these two VXDs if necessary. See below for instructions and for a link to download this file.

You can check the versions of the files installed on your PC by right-mouse-clicking them in Windows Explorer and choosing **Properties** from the pop up menu. If you have versions other than the known good ones (4.00.1116 and 4.00.1112), you should replace them.

In addition, if you are using Windows NT Server, you should install the latest Service Pack for your particular version of NT. For Windows NT 3.5.1, that is Service Pack 5 as of this writing. For Windows NT 4.0, the current one is Service Pack 4.

Finally, you should rebuild the database indexes for your MYOB PREMIER database(s). To do this, use the OPTIMISE utility (in the PREMIER folder).

You should reference the Microsoft Corporation and Symantec Corporation web sites if you have any questions about this procedure or want more information about the defect in the Windows 95 network redirector and the Service Packs. The Microsoft web site (<http://www.microsoft.com>) is an excellent source of information. It is possible that Microsoft will release more information about this bug in the future, so you should maintain a watching brief on the web site.

For more information on the Virtual Redirector and to download the patch, go to <http://support.microsoft.com/support/kb/articles/q148/3/67.asp>. You can also follow the links on this page to other articles related to the problem.

Step-by-Step Guide

To install the updates, follow the steps below. **Important:** You must run the VRDRUPD.EXE program on **every PC on your network** that uses MYOB PREMIER. If you like, you can download the VRDRUPD.EXE file to your network server, then copy it onto each PC and run it.

1. Download and run [Microsoft redirector patch](#). This will download the file VRDRUPD.EXE to your hard drive.
2. Click your Windows 95 **Start** button, choose **Run...**, type **VRDRUPD**, and click **OK**.
3. VRDRUPD will install the latest versions of VREDIR.VXD, VNETSUP.VXD, and their support files. Just follow the prompts and accept all the default settings and default answers to any questions.
4. You must now reboot your PC for it to take effect. Close all programs and shut down Windows in the normal manner.
5. **Windows NT Only:** Install the Windows NT Service Packs. If you are using Windows NT 3.5 - 4.0 as your network server, go to the Microsoft web site (<http://www.microsoft.com>) and download the latest Service Packs for your version of Windows NT. For Windows NT 3.5.1, you should download at least Service Pack 5. For Windows NT 4.0, obtain at least Service Pack 3. Installation instructions are on the Microsoft web site.

You should not experience any further problems. All network users may now start using MYOB PREMIER again. However, if you add any new computers to your network at a later date, or reinstall Windows 95 on any of your PCs, be sure to run the VRDRUPD.EXE utility again to make sure the right versions of the VXD files are still installed.

If you experience difficulties with Windows NT Service Packs, or questions about the VRDRUPD.EXE and the VXD files, you need to contact Microsoft Corporation or your local software supplier.