DAMAGE TO DATABASES
POSSIBLE CAUSES & SOLUTIONS

NETWORK ATTACHED STORAGE (NAS)

Banyon Data Systems does not recommend using NAS systems for hosting your Banyon databases.

What is an NAS?

An NAS system is a lot like a computer or a file server, but is only used to store or store data. You don't need an NAS for the Banyon programs or databases.

Why should you not use an NAS?

In talking with several of our customers who were experiencing extremely slow speeds, we discovered they were using NAS devices to host the data files. When the data was moved to a local machine, normal speeds resumed. Even very small databases (8MB) have been affected by this issue.

Doing some research, we discovered that NAS systems sometimes do locking and caching using temporary files. Apparently this can lead to very slow speeds.

NAS systems hosting MS Access databases have also been known to damage the data and cause indexes to be lost.

You can still use the NAS to store your backups, which should be done on at least a daily basis.

Because of these issues, Banyon recommends you do not use an NAS device to host your Banyon data files.

MS OFFICE UPDATES

If your MS Office includes MS Access, updates may overwrite components used by Banyon. If you update or install new versions of MS Office, be sure to reinstall the MS Access Runtime using Part 1 and Part 2 on the Banyon web site's download page.

WINDOWS 10 Version 1803 causes I/O error - Dated 4/2018

Reversing this update will fix this problem.

LARGE FILES AND SLOW NETWORK CAUSES ERRORS

Many networks experience significant slowdowns when using files over 1GB in size.

SHRINK

There are a number of things you can do to shrink the size of your database.

1)   Limit the number of log records. On the Setup ribbon option, select Setup Options. In the field called "Maximum Number of Tracking Records" reduce the number shown to 250,000. This will remove older records until there are only 250,000 log records remaining. When a new log record is created, the oldest log record will be removed. This will likely give you at least two or three years worth of log records.

2)   Delete Placeholder bills. On the Other Tools ribbon option, select "Check and Fix Problems". In the lower left hand corner of that screen click the button Delete Place Holder Bills. This will likely take a long time (as much as an hour) to complete.

3)   Delete old final bills. On the Other Tools ribbon option, select "Check and Fix Problems". In the lower left hand corner of that screen click the button Delete Old Final Bills. This will likely take a long time (as much as an hour) to complete.

4)   Export History. On the Manage History ribbon option, Bill History Management, Transtaction History Management, and Audit HIstory Management allow you to export history out of Utility Billing into an external history database. You can still report on the exported history using Report Writer.

5)   Once you have done these steps, you can shrink the size of your database by clicking on the Tools ribbon option and clicking on Compact and Repair. This will physically shrink the database as much as possible.

MOVE DATA TO A LOCAL DRIVE

It's possible a server or a network is malfunctioning. To test this, you can temporarily move your data to a local machine and update the data location for the local machine to point to the new location of the data.

ANTIVIRUS PROGRAMS

There have been multiple instances of updates to commercial antivirus programs crashing the programs because of bugs in the antivirus program updates. You can temporarily uninstall your antivirus program for testing purposes. There are many different antivirus programs available if yours is causing errors.

DATABASE LOCKING

Certain operations can temporarily lock the database. If you get errors, check to see if someone else was using Utility Billing, Point of Sale, or Property Management. If so, have them exit out and see if the problem goes away.