

Memo

To: To All Banyon Data Customers Running Software in Multi-User Configuration

Date: September 20, 2018

Re: Microsoft Access – Windows 10 Update From Summer 2018 Damaging databases

If your office is running the Banyon Data software in a multi-user configuration where multiple computers run the data from a server then please be advised.

The Banyon Data database can be damaged if more than one operator accesses the data at the same time.

The error is likely caused by a Microsoft Windows 10 update that came out in June. Hundreds of software developers have filed complaints with Microsoft on the matter and Microsoft thus far has not come out with a permanent fix. We can only assume they are busy working on this solution. However, there is a work around as stated on the Microsoft support page:

<https://support.office.com/en-us/article/access-reports-that-databases-are-in-an-inconsistent-state-%EF%BB%BF-7ec975da-f7a9-4414-a306-d3a7c422dc1d>.

The Microsoft suggested work around requires changes to the registries and so best be completed by an IT person, both on the work station and the server:

REG ADD

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\lanmanserver\parameters /v DisableLeasing /t REG_DWORD /d 1 /f

NET STOP SERVER

NET START SERVER

Also, please:

- Make frequent backups as this is your way of securing an undamaged database. Do not over write backups but save under a new name each time for now.
- Please tell your IT or contact Banyon Data to have your path to database(s) set by Uniform Naming Convention (UNC) and not “mapping” network drives.

System administrators would often like to implement UNC paths throughout a network because of these reasons: Users modifying mapped drives can cause problems in data flow throughout a network. Users may not know what drive maps to what shared resource. Furthermore, a resource that becomes unavailable can cause a computer to hang should a user map a drive to it. The drive seeks a resource that may have moved, and thus the computer spends time searching for it without any idea as to where to look.

Please call if you have more questions or need further assistance. Thank you for your patience on the issue. Banyon Data Systems, Inc. regrets the issues caused by Microsoft and anxiously awaits their correction and fix.

If you wish to review other comments from other software vendors or developers please see:

<https://www.devhut.net/2018/08/17/microsoft-updates-what-a-mess/>

<https://www.techradar.com/amp/news/experts-say-windows-10-updates-are-a-mess-and-demand-microsoft-fix-them>

Sincerely,

Jeff Christensen

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