

ATTENTION COMPUTER AND NETWORK INSTALLERS
(Trouble shooting multiuser/network issues)

- 1) Run antivirus and antimalware scans on all workstations and server. For cleaning malware, Malwarebytes Anti-Malware and ADWCleaner have worked for us previously. These scans should be done on a regular basis.
- 2) Create exceptions in antivirus and antimalware programs on all machines for the locations of the Banyon programs and data (programs and data are generally at different locations). It is a known issue that antivirus and antimalware have sometimes caused crashes in the programs.
- 3) Make sure all workstations are using the same version of MS Access and runtimes. Recommended version is MS Office 365 32bit MSI version. Not all third party modules are compatible with 64 bit Office.
- 4) From the support page of the Banyon.com web site, run the DisableCacheLifetime utility on all workstations and server. Then reboot the workstations and server.
- 5) From the support page of the Banyon.com web site, run the DisableLeasing utility on the server. Then reboot the server.
- 6) Use only UNC paths (not mapped drive letters) for Banyon programs on all machines.
- 7) Setup an Exclusion in your Webroot SecureAnywhere Endpoint Protection (if you use it) to exclude any directory where an Access Database (*.mdb, *.ldb) file exists. (both for data and program locations on the server and on workstations). Do this on each PC and the Server.
- 8) Please setup regularly scheduled maintenance to cleanup your C:\Windows\Temp and C:\users\%user%\appdata\local\temp folders on each machine. Cleanmgr is a utility that can help clean up a machine. NOTE: Do the cleanup when the machine is not running the Banyon programs.
- 9) All users should be local administrators on their PCs.
- 10) Disable disk caching on all machines.
- 11) All machines accessing the Banyon data should share the same workgroup.
- 12) Update all devices drivers on all machines. Particularly display device drivers. Some windows updates have caused device drivers to not function properly in all cases.