NETWORK INTERRUPTION TROUBLESHOOTING

Pacific Solutions technicians have seen the following items cause network interruptions:

1. Defective Ethernet Card on the Server or Workstations.
   (Pinging for an IP address does not always reveal when an Ethernet Card has intermittent connectivity issues. Neither does being able to surf the Internet on a computer with a defective Ethernet card.) A defective Ethernet Card can cause a very brief interruption that can cause a guest computer to lose connection with a server. That same Ethernet card can effectively surf the Internet and lose connection and it is not apparent to the user because the Internet is held in the computer's temporary memory (Cache).

2. Improper wiring configuration on the Ethernet cables.

3. Wireless Network Cards without strong connection to the router.

4. Two network cards in the same server causing a conflict.

5. Both Ethernet and Wireless Card running on the same laptop. (Can create a TCP network conflict.)

6. Incompatible fonts

7. Incompatible printer drivers

8. A Virus

9. Wireless mice or other wireless devices being too close to an Ethernet hub with wireless capabilities.

10. Microwaves being too close to an Ethernet hub with wireless capabilities.

11. Cordless Phone (Not a cell phone) being too close to an Ethernet hub with wireless capabilities.

12. Windows Vista

Troubleshooting Recommendations:

1. Verify that all workstations have been updated to FM Pro 6.0 v4.
2. Verify that all computers are accessing via FileMaker TCP/IP. Make sure that NO computer is using Net Buoy?
3. Since FileMaker communicates via TCP/IP make sure that other software applications such as streaming music are not creating unnecessary bandwidth drain.
4. Turn off automatic Windows updates (Or specify that they are to be performed only after asking if it is OK)
5. Turn off all Windows Vista Machines (Vista does not typically create a problem but potentially could be a weak link in the chain.)
6. Replace the Ethernet Cable between the Server and the Ethernet Hub
7. If you are using remote access, make sure that you are accessing via a guest machine on the network and not directly on the file server.
8. Move the files off the data server, and host them on a workstation running Windows XP Pro. (Please Consult with a Pacific Solutions technician before attempting this)
9. Determine if an individual workstation is causing a problem. Keep one computer on the network turned off and then run a day without using that computer etc. until you determine which computer is causing the problem. Once you determine which computer is creating a problem we can troubleshoot that computer.
10. Replace the Ethernet Switch.
11. Install network monitoring software that logs network traffic on all hardware, Ethernet cards, cables etc. This reveals connectivity problems that Pinging for an IP address does not always reveal.

12. There could be a potential problem with a print driver but this is unlikely.