



## Amicus Attorney Version V

### Technical Notes on Network Issues

This paper provides detailed technical information on some important networking issues that affect Amicus Attorney.

These points need not concern most users, as the Amicus Attorney installer automatically addresses them. However, system administrators and consultants may need to be aware of them if they are changing the configuration of their network or server after the installation of Amicus Attorney.

#### Redirectors

When running Windows 95, 98, NT, or 2000, Windows employs a system driver known as a "network redirector" that controls access to all data on a file system on a network drive. Various redirectors capture file system requests for all mounted network drives. For instance, there are redirectors for Windows 95, 98, NT, and 2000 and Novell servers. Kernel file system requests are routed to the appropriate redirector for each type of server.

There are known issues with earlier versions of the Windows 95 redirector that cause significant slow-downs and potential corruption to any application data which has frequent access to a shared file mounted on a network drive. *To avoid these problems with Amicus Attorney, it is vital that the network redirectors on each Windows 95 machine using or hosting Amicus Attorney have network redirectors (VREDIR.VXD) of version 4.00.1116, or higher. The latest version can be obtained by going to the following link address:*

<http://www.amicusattorney.com/support/vrdrupd.exe>

When Amicus Attorney is installed, it automatically checks the redirectors on Windows 95 machines and updates them if necessary. In addition, each time it starts up, it again checks that the correct redirector is present. If it is not, the program will display a dialog telling the user to re-run the installer.

This process is not followed on Windows 98, NT, and 2000 machines, as it should not be necessary with those more recent operating systems.

## NT Oplocking

Opportunistic Locking ("Oplocking") is an optional mechanism used for optimizing file locking under Windows NT. Oplocking can run into difficulties when a number of users are each opening and reading the same file. Each user opening the file may experience slower performance. When there is heavy file access by multiple users to a shared file, Oplocking can often cause data corruption.

*Oplocking must be disabled for Amicus Attorney (and other software programs that use file sharing) to work properly.* This applies to both the Advanced and Client/Server Editions.

In Amicus Attorney, Oplocking is automatically disabled for the Team installation under NT workstation and NT server.

**Note:** If you must manually disable Oplock, please contact your network administrator to disable this feature. Care must be taken when rebooting a server, as some services may have to be started manually once the server is back up. Please contact your technician before restarting the server.

## RFCB caching

Microsoft also includes an operating system feature in Windows NT called RFCB caching that caches file handles. The NT Server service caches file handles (RFCBs) associated with files it has opened on behalf of a client (workstation) request. Although write requests proceed normally, close requests are acknowledged by the server, but are buffered from the file system. RFCB caching can cause problems in database programs that use Standard File and Record Locking (using SHARE.EXE or SHARE.386), such as multi-user non-server c-tree Plus applications.

RFCB caching will fail under some circumstances that will corrupt shared files, such as the Team database. Amicus Attorney installation automatically disables this feature as necessary.

## FairCom Contact Information

Further tips and information on detailed technical points that can impact the operation of the FairCom database that is used in Amicus Attorney can be found at [http://www.faircom.com/product\\_tech/ctree/redirect.htm](http://www.faircom.com/product_tech/ctree/redirect.htm).

### For further information, contact



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