

AVM-2000 & Windows 10 possible problems in a Network environment

This notice is about possible problems with AVM-2000 and Win10 operating systems, caused by Microsoft in its Win10 Update 1803 (April 2018).

This only applies to networked, multi-user installations of AVM-2000 using Win10.

Windows 10 will periodically drop connections to the server causing AVM-2000 to exhibit various problems.

We have completed some research and consulted with other developers to determine the best possible solution. The problem appears to be related to network communications and/or caching in Windows. This is a Microsoft operating system issue and there is information online that Microsoft may be working on some changes to Windows to correct these problems, but none have been issued yet. In the meantime, users can make some changes to help correct the problems.

The goal with the following suggested fixes is to prevent Win10 from dropping network connections.

Overview:

Symptoms: AVM-2000 users with Win10 are reporting problems with “blank” records, duplicate records, frequent non-recoverable program or data errors, records that are created but not immediately seen by other users, auto-incrementing ID # problems, and the need to restart AVM-2000 several times a day.

TangoWare recommends that all users contact their IT professional to review these recommended changes, particularly with regards to the Windows Registry.

The following recommendations should only be done if you are experiencing the above symptoms.

Recommendations:

The changes listed below need to be done at every Win10 workstation if you are having problems. You may not need to make all of the changes.

Try the changes one group at a time to see if they fix the problem.

It could take a few hours after making the changes to see if they are effective.

Item 1:

1a) Change the Server auto disconnect (idle) time to at least 1,440 minutes, which is one day.

Elevated privileges will be needed.

Right-click Start button > Powershell ADMIN or Command Prompt ADMIN

Type: net config server /autodisconnect:1440

Press Enter

1b) Check/Change Power Save options.

R-click Start button > Settings > Power Save options

Display Power Off = Never

Sleep = Never ← **Note: We have had the most success with this change**

Reboot the computer and wait an hour or more to see if problems have been resolved.

Item 2:

Use a method you or your IT professional choose to prevent Win10 workstations from going into LockScreen. LockScreen is a feature of Win10 that often requires the user to click a button called "Sign-In". This is where many issues seem to start happening.

Reboot the computer and wait an hour or more to see if problems have been resolved.

Item 3:

You may also need to disable screensavers if the above items do not completely resolve the issue.

Reboot the computer and wait an hour or more to see if problems have been resolved.

Item 4:

As a last resort these registry changes may be needed:

Make these changes to the Windows Registry at every Windows 10 workstation with AVM-2000 installed, only after recording the current values and taking normal safety precautions when making registry changes.

```
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\services\LanmanWorkstation\Parameters]
"FileInfoCacheLifetime"=dword:00000000
"FileNotFoundCacheLifetime"=dword:00000000
"DirectoryCacheLifetime"=dword:00000000
```

OR

Users who have PowerShell installed may execute the following commands:

```
get-smbclientconfiguration
```

Record the results.

Execute these commands:

```
set-smbclientconfiguration -DirectoryCacheLifetime 0
set-smbclientconfiguration -FileInfoCacheLifetime 0
```

Users can then re-execute the following command to verify that the values are set properly:

```
get-smbclientconfiguration
```

Reboot the computer and wait an hour or more to see if problems have been resolved.

**** Please note that TangoWare cannot provide technical support services to assist with making these changes to your Windows Operating System. You may need to contract with an IT professional for assistance. ****