

## Why is Medisoft running slower than expected?

Medisoft Network Professional is a client / server program. This means that there are a variety of factors that may contribute to your program running slower. Common issues that can cause the software to run slower than expected include but are not limited to; low memory on server/workstation computers, type or router, type of network cards, speed of network, number of users on network, hard drive access times on server where data is stored, antivirus scanning, real-time backup solutions and more. In addition to these common issues, below are some steps that can also be performed to help with slowness. Please remember that if you are upgrading from a previous version of Medisoft that the system requirements for Medisoft v17 are higher than prior versions and this may also be a reason your software may be running slower than expected. We recommend 2-4GB of RAM for workstations and 8GB+ for servers.

1. Ensure the folder, applicable sub-folders and all files are not using NTFS compression.
2. Make the network mapping to the data folder top level. The optimal mapped drive path from any client to the data folder should not contain any subfolders, for example \\servername\medidata.
3. Ensure client computers are not performing virus scanning on network drives.
4. Ensure the server is not continually scanning the folder, applicable sub-folders and files for virus. This should be setup as a scheduled event occurring during off-peak time.
5. The server computer can be tuned to better deal with shared file access, per this document <http://support.micro...com/kb/150384/>.
6. There is a feature called "Data Execution Prevention". In both Windows 2003/8 Server, you can find this at: System - > Properties - > Advanced - > System Performance -> Data Execution Prevention. You then add your program to the list of programs which are excluded from this feature.

If you are using SBS, which every recommends against, here is an interesting post:

<http://groups.google...88759b0c85bf5a/>

7. Reboot your server. Sometimes a simple reboot of your server computer can help with slowness. A lot of times servers are constantly running and rebooting it once or twice a month does wonders. Just ensure everyone is out of all network related programs and files when doing so.