

# Slowness With DSN

This document was inspired by a recent and on going customer problem, when a DSN-Less connection is enabled, System Five would lock up completely when doing tasks such as looking up past invoices with live search, and statement runs etc. System Five would completely freeze, halting business for at least 30-60 seconds.

The way this issue was resolved in this instance, was to turn DSN-Less off, opening PCC on the machines that needed the DSN, and creating a DSN in there manually, using the network directory \_datafiles, as the data source. The next step is to run either wwtweaktool or to manually remove SAT entries from the registry. See the following link

[http://wiki.wws5.com/doku.php?id=fixing\\_a\\_pervasive\\_status\\_94&s=sat](http://wiki.wws5.com/doku.php?id=fixing_a_pervasive_status_94&s=sat) this works up to PVSW 10, 11 you'll have to remove the entries manually from the registry under:

HKEY\_LOCAL\_MACHINE\Software\Pervasive Software\Communications Requester\Version x\Settings. Set NumSatEntries to 0 and delete the SatEntryX keys. (Where x is equal to the entry number)

Once you've linked the DNS and removed the entries, there should be some performance speed. Do this only after ascertaining the network speed and performance, ordinarily however, a simple DSN-LESS connection really should be used in most cases. Also under PCC, make sure the communications protocols are set to TCP/IP only, threads and handles can also be increased to better performance, and turning on caching can help too.

If you have anything to add to this document, please go ahead

## Slowness With DSN With Stand Alone

Some problems may occur with Stand Alone in case of a network failure. In this instance we may have many SAT entries in the registry, now System Five will be checking each one of these SAT entries until it comes to its most recent entry, which will be a loop back. Now say there's a 15 second timeout on each entry as it tried to connect... This can cause problems. In this case we need either wwTweakTool or to remove the SAT entries manually. Follow the steps listed in the info following the previous section. Once the SAT entries are clear, check them in the registry. I.e. Open a command prompt or go to run, and type REGEDIT. Then search HKEY\_LOCAL\_MACHINE\Software\Pervasive Software\Communications\Settings. We should now have max sat entries set to 0 and no SAT entries. Now run a pervasive analyser test. Go to the start menu, look for Pervasive and then look for Pervasive Analyser in the utilities directory. Test this on the local machine, which will be 127.0.0.1, the loop back. Then you will need to test it for its own DSN. So for instance, if we set up a DSN in Pervasive called Standalone, locally, then we would test the DSN on the loop back of 127.0.0.1, for the DSN Standalone.

Once this has been done, check the SAT entries in the registry again, we should have only one entry, which will be for 127.0.0.1, which is the machine we're on. Now start System Five again, and try to add and item to a new invoice, you should notice that the speed is much faster. Now remember, always use your basic troubleshooting skills, if you're not sure how to set up a DSN do a wiki search, if you're not sure what a loop back is, do a google search. Remember you have amazing technical support skills, use them :)

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