

CAFAM - TECH NOTES NO 31

01 Jan 2020

CAFAM RUNNING SLOW – FILE FOUND BUSY ERROR

SYMPTOMS

CAFAM is slow to load
Comes up with “File Found Busy “ errors

CAUSE

This problem is most certainly down to a Network traffic issues. Something is causing a bottleneck possibly:

- faulty connection
- hub/switch fault
- network card fault
- firewall wall block
- recent upgrades in Security causing network blocks
- an over-aggressive Ant-Virus checking all data traffic

The issue came down to a Network traffic flow fault – usually with an over-active anti-virus program or firewall. Other messages you get for the same reasons are “File Read Error”, “Insufficient Memory”, “Illegal Off-Set Error” or “FATAL ERROR: Exception Code = 0000006” or just general unstable operations.

We have found from experience the most likely cause is an Anti-Virus or some security Program checking all data to and from the CAFAM folder. The bottle neck will impede the Program where it can become inoperable

SUGGESTED FIX

Change your Anti virus settings to create an exception where the CAFAM folder is exempted from all this checking. Ensure that all files can flow freely to and from the Server. Remember there can be two places that you may need to do this:

- (a) Your own Work Station and
- (b) The File Server itself

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