



Client Server Version



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Client Server Version

STI Server Version 15.3 Manual

*for Tabs3[®] and PracticeMaster[®]
Client Server Version Software (CSV)*

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Chapter 1

Introduction to Client/Server

Client/Server Overview

This section of the manual provides a brief introduction to client/server computing and STI Server.

Exactly What is Client/Server?

Because there are multiple layers or components involved in networks and client/server computing, we need to break down each component to give you an idea of how the architecture works. Before we can discuss client/server architecture, we need to define a few terms and concepts.

What is a server?

Servers are computers or processes generally dedicated to managing disk drives (file servers), printers (print servers), e-mail (e-mail servers), faxes (fax servers), etc. Because the term “server” can refer to different items, it can be confusing.

- A *file server* is a computer that shares files and hardware devices among users.
- A *database server* is a special piece of software that resides on the file server. This special software manages multiple users accessing common data. When using a database server, an application does not interact directly with files, but with the database server. STI Server is a database server.

What is a client?

A client is the second half of the client/server model. Clients rely on servers for resources or services, such as files, devices, and even processing power. The workstation from which you operate the software is considered a client.

What is Client/Server Architecture?

Client/Server Architecture is a network architecture in which each computer or process on the network is either a client or a server. This architecture is sometimes referred to as a two-tier network architecture with the server being the first tier and the client being the second tier. Typically, there is a “one server” to “many clients” relationship. For example, an Internet Web Server is a server whereas the various browsers that connect to it are considered clients.

Think of the client/server relationship in this way: a client requests services whereas a server provides services.

STI Server and Client Server Version Software

There are two components when using Tabs3 and PracticeMaster Client Server Version software applications:

| | |
|---|--|
| STI Server | STI Server is the database server software that is used in conjunction with the Tabs3 and PracticeMaster Client Server Version software applications. |
| Client Server Version Software (CSV) | The Client Server Version of the Tabs3 and PracticeMaster software applications is a special version of the standard software applications that is used in conjunction with STI Server. This version of the software relies on STI Server to accommodate the sophisticated interaction between STI Server and the Client Server Version of the software. |

How Does Client/Server Work?

Before you can understand how the “Client/Server Method” works, you need to understand how the “Standard Method” of networking works. The following diagram compares the differences between the two methods:

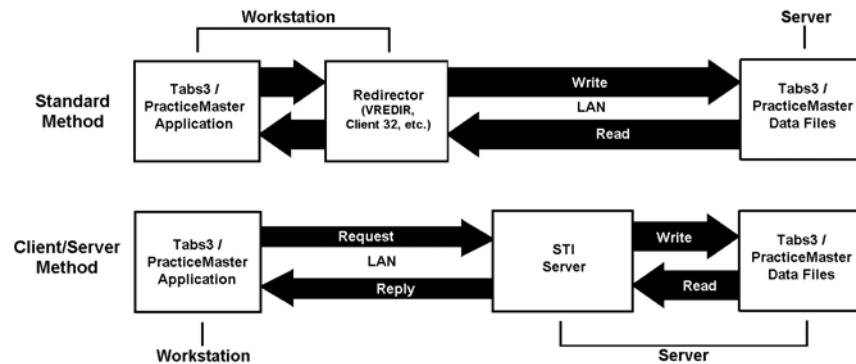


Fig. 1-1, “Standard Method” of Networking vs. “Client/Server Method” of Networking

Standard Method

When using the “Standard Method” of accessing data, an application deals with files directly. The application uses the operating system’s redirector to handle file handling requests. A redirector is the operating system’s software used for communicating over a network. This method works well up to a point; however, as more users access the same data and network traffic increases, overall performance decreases.

Client/Server Method

When using the “Client/Server Method” of accessing data, applications deal with the database server which takes care of the file handling requests directly. The database server contains the “intelligence” needed to process requests from clients, interact with the relevant data files, and respond to those requests. Requests for opening files, locking files, deleting files, etc. are handled by the database server. The advantage of this design is that the database server is far more efficient and intelligent, allowing multiple network requests and responses to be grouped and coordinated, thereby minimizing network traffic and maximizing overall performance.

In the above diagram, notice the thickness of the **Request** and **Reply** arrows. The “Client/Server Method” reduces the amount of information flowing back and forth over a network thereby greatly improving performance.

Why Do I Need Client Server Version Software?

The following are reasons why a firm would want to implement Client Server Version software instead of the standard multi-user software.

Speed

The predominant reason for upgrading to the Client Server Version of the Tabs3 and PracticeMaster software is SPEED. Local Area Network resources are used more efficiently thereby providing faster performance. In addition, STI Server features Accelerator technology to dramatically increase the speed at which Tabs3 and PracticeMaster reports are generated.

Performance on your network will vary depending on hardware, networking software, and activity.

Reliability

STI Server utilizes Transaction Processing, an advanced database technology for maintaining the consistency and integrity of your data. STI Server also includes an Auto-Recovery feature to safeguard your data in the event the STI Server software is not shut down correctly (i.e., due to power loss, hardware failure, etc.). Furthermore, by replacing the standard network redirectors with the STI Server software, file handling operations are more reliable.

| | |
|--------------------|---|
| Convenience | Tabs3 and PracticeMaster Client Server Version software features HotBackup technology, allowing full backups of your data to be made while users are accessing the software. An integrated scheduling system means HotBackups are automatically performed without any administration necessary. |
| Scalability | The client/server architecture scales well, particularly when compared to similar increases on a standard network. If you add 10 users to a standard network, performance degradation is substantially greater than when adding 10 users to a network using client/server technology. |
| Efficiency | STI Server takes advantage of additional memory and multiple CPUs on the server if available. By working directly with STI Server, file handling operations are performed more efficiently thus providing better use of your resources and ultimately yielding faster performance. |

HotBackup

HotBackup is a feature unique to Client Server Version (CSV) software that backs up the data files for Tabs3 and PracticeMaster software. This feature allows backups to be performed without anyone exiting the software, thus allowing daily work to continue. A scheduling system lets you designate the times and days of the week for recurring HotBackups. These HotBackups are performed automatically, require no user intervention, and can be performed whether the Tabs3 or PracticeMaster software is running or not. HotBackup also includes E-Mail Notification, which provides the ability to automatically send a pre-defined e-mail message to designated recipients when a HotBackup fails or completes successfully. *(Note: The HotBackup feature is not included with the Novell version of CSV software.)*

Complete information on HotBackup can be found in Chapter 5 starting on page 29.

Transaction Processing & Auto-Recovery

Transaction Processing is used to ensure that all operations of a given database transaction completely succeed, thereby guaranteeing that the database remains in a consistent, reliable state. A database transaction is a collection of operations grouped together into a single unit. For example, updating a statement encompasses many operations (i.e., updating the client ledger, updating receipt allocation, updating productivity, moving each item from the work-in-process file to the archive files, etc.), but these operations are all grouped together and considered a single database transaction.

STI Server also includes an Auto-Recovery feature that will automatically be performed if the STI Server software is not shut down correctly. In the event that a database transaction was interrupted, the Auto-Recovery feature “rolls back” the database to its previous state before the database transaction began. This ensures the safety of your data, and minimizes any chance of data corruption.

More detailed information on Transaction Processing and Auto-Recovery can be found in our Knowledge Base in Article [R11175](#) - “Transaction Processing” at www.support.Tabs3.com.

Tabs3 and PracticeMaster Accelerators

A major enhancement included with the Client Server Version (CSV) software is the addition of a Tabs3 Accelerator and a PracticeMaster Accelerator. These two programs run on the server computer, working with the Tabs3 and PracticeMaster software to **dramatically** improve performance when generating reports and statements.

Accelerators improve performance by accomplishing two main goals:

- Minimizing the amount of data transferred across the network.
- Minimizing the amount of data processed on the workstation.

In addition, Accelerators incorporate multi-threaded processing techniques, giving them the ability to process multiple users’ reports simultaneously. More detailed information on Tabs3 and PracticeMaster Accelerators can be found in our Knowledge Base in Article [R11182](#) - “Tabs3 and PracticeMaster Accelerators” at www.support.Tabs3.com. *(Note: Accelerators are not included with the Novell version of CSV software.)*

PracticeMaster eNote

eNote is an intra-office messaging program included with Client Server Versions of PracticeMaster Premier. eNotes blend the best features of e-mail and instant messaging to provide a remarkably easy to use tool that streamlines communication, facilitates workflow between users, retains records for accountability purposes, and enhances your current case management procedures. Detailed information regarding the eNote feature can be found in the PracticeMaster manual and the Help provided with PracticeMaster.

Lockout Notification

The Conflicting Activities window includes a **Notify** button that informs logged in users that a lockout has been initiated. Clicking the **Notify** button immediately sends a message to all logged in users requesting that they exit the software (or return to the Task Folders) so that the exclusive task can be started. The **Notify** feature is only available in Client Server Versions (CSV).

FairCom Server

STI Server Software is based on the client/server technology developed by FairCom Corporation (www.faircom.com). The FairCom client/server technology uses an engine that has been refined over twenty-five years thus offering the reliability and stability required of critical back office systems. This technology utilizes efficient programming algorithms to provide exceptional performance. These servers support up to 1,024 connections to the database and offer maximum data throughput regardless of the number of users connected. Multi-threading capabilities take advantage of multiple CPUs on the server. All disk I/O is performed by STI Server, taking full advantage of sophisticated data and index caches, thereby minimizing network traffic for maximum performance.

One important reason we selected the FairCom Server was for its ease of use. Many firms have limited Information Technology (IT) resources and are not eager to allocate resources required for configuring and monitoring a database server. The FairCom solution requires minimal administration and maintenance. It requires a limited amount of system resources, thereby minimizing the need for costly hardware upgrades. Although a faster CPU or multiple CPUs will provide faster processing times, the hardware requirements for the server are relatively modest.

Another reason that we selected the FairCom Server is because Tabs3 and PracticeMaster software also utilizes FairCom's c-tree file handling system. Working with the same company that designs the file handling system provides a huge advantage because unlike many other client/server technology providers, no major data conversion is required.

Selecting FairCom also permitted us to offer a client/server solution for two different platforms: Windows and Novell. Furthermore, the Client Server Version of the Tabs3 and PracticeMaster software applications can be accessed by Windows-based ODBC-compliant applications (Read Only) using the FairCom ODBC Driver (*page 44*).

The FairCom client/server technology allows us to offer solid "out-of-the-box" performance for both large and small firms. The database is automatically self-tuning, compensating for the variations in numbers of users and connections. The scalability, minimal administration, reliability, faster throughput and reasonable pricing of the FairCom Server made it the ideal choice for our STI Server Software.

In summary, the following reasons are why we selected FairCom as the backbone of our client/server products:

Reasonable Pricing

STI's Server and Client Server Version applications are affordable and cost much less than the competition. The cost of STI Server is much less expensive than competitive client/server products from other companies such as Microsoft and Oracle.

Stability

Client Server versions of Tabs3 and PracticeMaster software have been in use since before 2002. FairCom customers include many Fortune 500 companies and government agencies such as Visa, Boeing, Price Waterhouse, Xerox, and many more.

| | |
|---|--|
| Ease of Use | Once installed and operational, STI Server is transparent to the user. No major data conversion is required, and there are no users or workstations to configure. |
| Minimal Administration | Installation is quick and simple. Anyone with a basic understanding of computers can do it. Once up and running, STI Server requires no regular maintenance. |
| Supports Multiple Platforms | STI Server is available in two versions: a Windows version and a Novell version. |
| Minimal Hardware Requirements | When using the Windows version, STI Server must be installed on a computer running Windows 2008/2003/2000 Server, Windows 7 or Windows XP Pro. When using the Novell version, STI Server runs as an NLM (network loadable module). Specific requirements are listed on page 6. |
| Capitalizes On Advanced Hardware Resources | STI Server will take advantage of multiple processors on your server. It can also be configured to take advantage of additional memory. |
| Easily Grows With Your Firm and Hardware | There is no workstation setup required. Adding new users causes little to no performance impact. Adding or changing workstations requires no additional administrative tasks. Upgrading your server is easy to do. |

What Client Server Version Software Will Not Do

The Client Server Versions of Tabs3 and PracticeMaster software applications will not improve overall WAN (Wide Area Network) performance and should not be considered a viable solution for sluggish WAN performance. The Client Server Versions of the software are designed primarily for a Local Area Network.

It is important to note that increases in speed will be most noticeable with complex tasks such as report processing and updating statements. These increases are realized when performed by workstations accessing the data over a Local Area Network. Although there will be performance improvements in most tasks, be aware that the Client Server Versions of the software will not noticeably increase the speed of basic data entry.

Furthermore, tasks performed on the server will always be faster than those performed across a network. This is true with or without STI Server.

General Information about STI Server

Client Server Versions of all Tabs3 and PracticeMaster software are available. This includes the multi-user versions of Tabs3, PracticeMaster, Tabs3 Trust Accounting Software (TAS), Tabs3 Accounts Payable Software (APS), and Tabs3 General Ledger Software (GLS). In addition, Tabs3 Custom Report Writer and Tabs3 General Ledger Custom Report Writer are also available in Client Server Versions. The Client Server Version of Tabs3 is available for the following timekeeper levels: 5, 9, 19, 39, 99, and 999.

STI Server software is required to run any Client Server Version of the software. Along with the STI Server software license, one year of maintenance for the STI Server software is also required. Licensing and pricing is based on a per connection basis. STI Server is available in 8, 16, 32, 64, 128, 256, 512, and 1024 connection versions. The term “connection” refers to the communication or link to the STI Server that is established for each application a user is running.

Overhead Connections

STI Server requires four connections for overhead purposes as discussed in the following. These connections are reserved by STI Server and cannot be used by other users.

| | |
|--------------------------|---|
| Tabs3 Accelerator | The Tabs3 Accelerator uses one connection (T3Accel.exe). This connection is used as soon as a user logs into Tabs3 and is open until the last person logs out of Tabs3. All users use the same instance of T3Accel.exe. |
|--------------------------|---|

PracticeMaster Accelerator The PracticeMaster Accelerator uses one connection (PMAccel.exe). This connection is used as soon as someone logs into PracticeMaster and is open until the last person logs out of PracticeMaster. All users use the same instance of PMAccel.exe.

HotBackup The HotBackup (STHB.EXE) actually uses two connections. These two connections are only used when a HotBackup is being created. One connection is used to perform the HotBackup. The second connection is used to monitor the HotBackup.

Determining Number of Connections Needed

For example, suppose a firm has 8 users. All 8 users have PracticeMaster running at the same time (i.e., 8 connections), 4 of the same users also have Tabs3 running (i.e., 4 more connections), and 1 of the users also has APS and TAS running (i.e., 2 more connections). With the 4 additional connections required by STI Server, this results in 18 combined Tabs3 and PracticeMaster client server version software applications (i.e., connections) running at the same time on the network ($8 + 4 + 2 + 4$ overhead = 18). In order for this to occur, the firm would need to have a minimum server connection level of 32.

Computer Requirements

The following is required for the STI Server computer:

- STI Server software.
- Client Server versions of the software (i.e., 90000 series serial numbers or 50000 for PracticeMaster Basic).
- A multi-core processor is recommended.
- The network must use the TCP/IP protocol.
- 2 GB RAM is the minimum memory requirement of the STI Server.
- Ensure that plenty of free disk space is available. Temporary files created on the server can be quite large. Minimum free space of four (4) times the entire data set size is recommended. Each HotBackup requires enough disk space for the entire data set.
- Windows Server:** Microsoft Windows Server 2008/2003/2000 (either 32-bit or 64-bit version), Windows 7, or Windows XP Professional. Recommended that all current Service Packs be installed.
Workstation: Windows 7/Vista/XP. Recommended that all current Service Packs be installed.
Note: When running Windows 7 or Windows XP, you are limited to the number of concurrent connections and may exceed the connection limit.
Note: Running STI Server under Windows Vista is not recommended.
- High speed wired network recommended for multi-user versions. Wireless networks are not recommended due to performance and reliability issues.

Requirements in a Nutshell

Client Server Version software (CSV) is designed so that it can run on modest server hardware but can take advantage of more powerful servers.

- Adding RAM to a server is the least expensive way to improve server performance. While CSV will run on a 512MB server, at least 2GB RAM is recommended for best performance.
- Using Accelerator technology in CSV, the faster the server's CPU(s), the less time it takes to process reports. A multi-core processor is recommended.
- In order to use HotBackup, your server must have enough free disk space to hold copies of the entire data set. You control the number of copies to keep but you must have room to hold at least three.
- The faster the server's disk subsystem is, the less time it takes to perform a HotBackup.
- A Microsoft Server operating system is recommended (e.g., Microsoft Windows Server 2008 or 2003). Using a non-server operating system such as Windows 7 or Windows XP will work, but they were not designed as server operating systems and have some limitations, such as concurrent connections.

Additional information regarding performance optimization can be found on page 43.

Novell NetWare Disclaimer

The following CSV features are not compatible with Novell NetWare:

- Tabs3/PracticeMaster Accelerators (*page 3*),
- STI Director (*page 37*),
- HotBackup (*page 29*),
- PracticeMaster eNote (*page 4*), and
- Lockout Notification (*page 4*).

As a result, these features are not available in the Novell Version.

Note: There are separate versions of STI Server for Windows and Novell platforms. If the server's operating system will be changing from Novell to Windows, a different version of the STI Server is required. Please contact our Sales Department at (402) 419-2200 to receive a new version of the STI Server.

Chapter 2

Getting Started

Installing STI Server and Client Server Version Software

Installing STI Server is simple and consists of installing the Client Server Version of the Tabs3 and PracticeMaster software applications, and installing the STI Server software. The following installation process installs all of the required software at the same time.

Installing Tabs3 & PracticeMaster Software - Client Server Version

The Version 15 Tabs3 and PracticeMaster software CD contains all of the Tabs3 and PracticeMaster the programs and STI Server, which makes installing Client Server Versions of the software simple. This software must be installed from the server. The installation instructions provided with the software include additional details regarding how to install the Tabs3 and PracticeMaster software applications.

Important: If installing STI Server on a Windows server, the STI Server software must be installed from the server itself. However, if installing STI Server on a Novell server, the STI Server software must be installed from a workstation. For either version, you *must* be logged in as an Administrator.

► **To install the STI Server software**

1. Insert the Tabs3 and PracticeMaster CD-ROM into the CD-ROM drive.
2. A CD Browser program will automatically start.

Note: If the CD-ROM Autorun feature is disabled, click the **Start** button, and then click **Run...** Click the **Browse** button and navigate to the CD-ROM drive. Double-click the **LAUNCH.EXE** file. Click **OK**.

3. Click **Next**, then click **Install Version 15 Software**. Follow the on-screen instructions to install the software.

Note: The STI Server software must be installed to the directory where the Tabs3 and PracticeMaster software resides. When specifying the location, use the local drive designation; do not use a mapped drive or network drive designation. UNC paths are not allowed.

4. After all files have been installed, you will be given the option to install STI Server as a Windows service (*page 17*), provided you are installing the software on a Windows server. For performance reasons, it is strongly recommended that STI Server be installed as a service.

Note: During the installation, the FairCom Server Activation Utility will be displayed, prompting you for your FairCom Server Serial Number and Activation Key.

FairCom Server Activation Utility

The FairCom Server Activation Utility is used to activate STI Server during installation. STI Server must be activated in order for it to run. This utility is provided with the STI Server software, and the FairCom Server Serial Number and Activation Key required for activation can be found on the CD case.

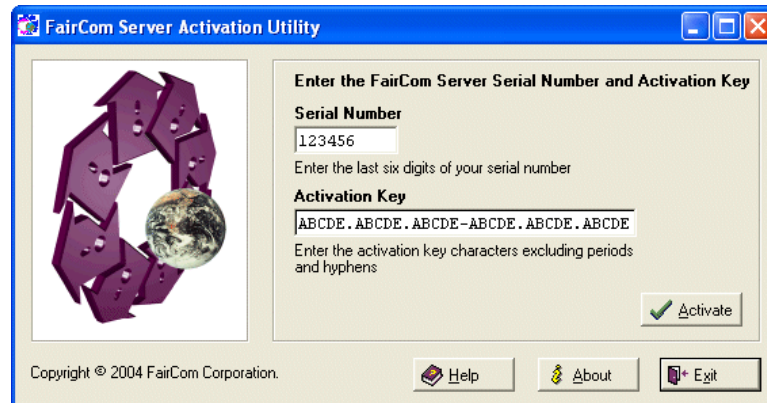


Fig. 2-1, FairCom Server Activation Utility

During the STI Server installation, the FairCom Server Activation Utility is run automatically, prompting you for your FairCom Server Serial Number and Activation Key. Once complete, a message will be displayed indicating that STI Server has been successfully activated.

If you choose not to activate STI Server during the installation, or if you need to enter a new FairCom Server Serial Number and Activation Key to upgrade your connection limit, the utility can be run by executing the following file:

Windows or Novell Version FCACTVAT.EXE

This file is located in the same directory as the Tabs3 and PracticeMaster software.

What's Next?

Now that you have installed the Client Server Version of the Tabs3 and PracticeMaster software applications you will need to do the following:

Windows Version

If you allowed the installation program to install STI Server as a Windows service, then it is currently running and does not require any configuration.

If you did not allow the installation program to install STI Server as a Windows service, it is recommended that you install it as a Windows service now (*page 17*). If you prefer to not install STI Server as a Windows service (not recommended), you will need to start STI Server manually (*page 21*).

You will need to verify that the ports required by STI Director and the Tabs3/PracticeMaster Accelerators are not blocked by a firewall on the server computer. See the “Information About Ports” section below for additional information.

You will need to configure the HotBackup settings, including the location and number of HotBackups to keep. These settings are located in the System Configuration program, on the **HotBackup Folder** tab of the Client Server Configuration window (*Client/Server | Client Server Configuration*). See Chapter 5 “HotBackup” for more information.

Information About Ports

A firewall is a software program or hardware device that secures your computer by blocking incoming network communications. A firewall can be thought of as a literal wall between your computer and other computers. These other computers may be located on your own network or on the Internet. The wall protects your computer by blocking all network communications coming from outside the wall. However, there are certain communications that you probably want to receive, such as e-mail messages, web pages, or files from other computers on your network. To allow these communications to pass through, ports are used by the firewall to control access to your computer. A port is like a small hole in the wall, allowing only specific communications to pass through.

STI Server software includes components that run on the server computer, but need to receive communications from other computers on the network. These components are STI Director (*page 37*) and the Tabs3/PracticeMaster Accelerators (*page 3*). For this reason, and because you still want to maintain the integrity of your protective wall, ports are used by these STI Server components.

Technically, a port is a specific network identification or “address” assigned to a program. Ports are used to route TCP/IP network traffic to different programs. For example, STI Director is assigned (by default) to port number 1779 on the server computer. Therefore, any TCP/IP communications received by the server computer with an “address” of port 1779 are immediately routed to STI Director.

It is common for a server computer to be protected by a firewall that blocks access to all but the most critical ports. Because of this, you will need to verify that the ports required by STI Director and the Tabs3/PracticeMaster Accelerators are unblocked (i.e., open). These port numbers are defined in the System Configuration program, on the **Director Configuration** tab of the Client Server Configuration window (*Client/Server | Client Server Configuration*) (*page 33*).

By default, the following ports are used by the various STI Server components:

- Port **1779** - STI Director
- Port **1780** - Tabs3 Accelerator
- Port **1781** - PracticeMaster Accelerator
- Port varies - STI Server

Opening these ports will allow STI Director and the Tabs3/PracticeMaster Accelerators to receive necessary communications from the workstations on the network. Additional information, including specific information on Windows Firewall can be found in our Knowledge Base in Article [R11197](#) - “Opening Ports in Windows Firewall” at www.support.Tabs3.com.

Note: If your firm uses a hardware-based firewall to connect to the Internet, it is critical that you do not open these ports to Internet traffic.

How STI Server Treats Paths

When using STI Server and working with a Tabs3 or PracticeMaster software application that is reading or writing *.DAT and *.IDX files, paths are now relative to the server whereas before they were relative to the client. This is an important distinction that can cause problems in certain areas of the software—particularly with installations that were previously running successfully without STI Server.

Note: If your firm does not use Tabs3 Remote or PracticeMaster Briefcase, then this issue does not affect you.

This is an issue that you need to be aware of when using the following systems:

| System | Field | Where Path is Designated | Menu Access |
|------------------------|----------------------|--|---|
| Tabs3 | Validation File Path | Create Validation Files - Tabs3 Remote Validation File Type | Maintenance Integration Create Validation Files |
| PracticeMaster Premier | Briefcase Path | Check In Briefcase | Maintenance Integration Check In Briefcase |
| PracticeMaster Premier | Briefcase Path | Check Out Briefcase | Maintenance Integration Check Out Briefcase |

Table 1 - Programs Affected by Paths when Using STI Server

For example, let's say you create Tabs3 Remote Validation files directly to a flash drive on your workstation. When specifying the location where you want the files created, you have always specified "E:". If you specify "E:" with the Client Server Version of the software, STI Server will try to write the files to the E drive on the computer where STI Server is located.

As another example, let's say you have PracticeMaster Premier installed in F:\TABS3 on the server and you use the Check Out Briefcase program and specify a Briefcase Path of F:\TABS3\BRIEFCASE. When STI Server attempts to write to the Briefcase Path, it will look for drive F on the server which may not exist or may be mapped to a different drive. In many cases, when accessing F:\TABS3 from a workstation, it is actually C:\TABS3 on the server.

This can be confusing when using the **Browse** button to drill-down to the desired directory, since the drive letters will reflect the workstation's directory structure. However, when STI Server receives the request, it will use the server's directory structure instead of the client's directory structure.

Be aware that paths are *not* an issue when working with non *.DAT/*.IDX files. For example, if a workstation saves a report to A:\REPORT.TXT, the file will be written to the workstation's drive "A:" as expected. As another example, if a workstation exports a PracticeMaster Calendar Plan Template file (*.TPL) to C:\TEMP\CPT.TPL, the file will be written to the workstation's drive "C:\TEMP" folder as opposed to the server's drive "C:\TEMP".

The Solution

Using an intermediate exchange directory will help you avoid this confusion when working with the programs listed in Table 1.

Intermediate Exchange Directory

Instead of writing directly to the target location, use an empty directory as an exchange directory. When specifying the directory, use a relative path.

For example, let's say you are using PracticeMaster Briefcase and want to check out Briefcase data to your laptop. Set up a directory named BC under the program directory. (Make sure the directory is empty. If there are multiple users, it may be necessary to include the user's name or initials in the directory name, i.e., BC_JOE.) When you check out Briefcase data, select the BC directory by typing "BC". STI Server will write the data files to the BC folder under the program directory. Next, transfer the contents of the directory to the program directory on the laptop. The manner in which this is accomplished depends on whether the laptop can connect to the network, how large the files are, whether e-mail capabilities are available on both computers, etc. If the laptop can attach to the network, simply copy the contents to the program directory on the laptop. If the laptop cannot connect to the network, transfer the contents to a flash drive and then copy the contents on the flash drive to the laptop computer. If both computers have e-mail capabilities, a simple alternative is to use the compress option when you check out the files and then e-mail the file as an attachment.

Note: Do not use a colon (:) when specifying the file path. Instead, use an *intermediate exchange directory* as described above. This will ensure the files are extracted to the correct location when working with the programs listed in Table 1.

Files Installed

When STI Server is installed, the following files are installed into the program directory unless otherwise indicated:

| File Name | Windows | Novell | Purpose |
|-----------------------------|---------|--------|--|
| CTSRVR.EXE | ✓ | | This file is the STI Server executable for the Windows version. |
| CTNTINST.EXE | ✓ | | This file is the program used to install, configure, and control STI Server as a Windows service. A Windows service is a program that is automatically started when Windows starts up, and runs in the background while Windows is running. Additional details regarding this program can be found on page 17. |
| STDIRECT.EXE | ✓ | | This file is the STI Director executable. It is installed into the Windows directory (e.g., C:\WINDOWS). |
| STDIRECT.CPL | ✓ | | This file is the STI Director Control Panel file. It is installed in the Windows System directory (e.g., C:\WINDOWS\SYSTEM32). |
| T3ACCEL.EXE | ✓ | | This file is the Tabs3 Accelerator executable. |
| PMACCEL.EXE | ✓ | | This file is the PracticeMaster Accelerator executable. |
| STHB.EXE | ✓ | | This file is used to run the HotBackup function. |
| HBRESTORE._XE CTRDMP._XE | ✓ | | These files are used to run the HotBackup Restore function. |
| F_TCPIP.DLL | ✓ | | This DLL file is used for communicating with workstations across a network using the TCP/IP protocol. |
| FSHAREMM.DLL | ✓ | | This DLL file is used for communicating between STI Server and the Accelerators. |
| CTSRES.DLL CTSRMC.DLL | ✓ | | These DLL files are used by STI Server. |
| FCACTVAT.EXE | ✓ | | This file is used to launch the FairCom Server Activation Utility for the Windows version (page 10). |
| CTSRVR.CFG STSRVR.CFG | ✓ | ✓ | These files represent the server configuration files. Additional details regarding these files can be found on page 37. |
| CTSRVR.NLM | | ✓ | This file is the STI Server executable file for the Novell version. |

STI Server Data Files

*.FCS

During the course of operation, STI Server creates various *.FCS files in the program directory that are used by STI Server. Do not delete these files. All of the *.FCS files are unreadable (i.e., binary), with the exception of the CTSTATUS.FCS file.

CTSTATUS.FCS

This file is a log file that tracks critical information concerning the status of STI Server, such as when it started, whether any error conditions have been detected, whether it shuts down properly, etc. The information is saved in chronological order, and can be useful for troubleshooting purposes. It is located in the program directory, and is viewable via a text editor such as Notepad.

Security

A password is not required to start STI Server. If STI Server is shut down via the Desktop Interactive Program (*page 20*), you will be prompted for an Administrator User ID and Password. For this situation, you can enter “ADMIN” in both the **Administrator User** and **Password** fields. (*Note: The password is case sensitive.*)

Security and access rights for the Tabs3 and PracticeMaster software are handled directly via the Tabs3 and PracticeMaster software applications. No specific provisions are available for securing STI Server.

Back Up Strategy

The HotBackup feature included with Tabs3 and PracticeMaster Client Server Version software safely backs up data files even when users are actively updating data. Restoring a HotBackup provides the ability to quickly roll back your Tabs3 and PracticeMaster data to a certain point in time. However, since HotBackup does not back up every file in the Tabs3 program directory, it is important to also use a third-party backup to back up your Tabs3 program directory and HotBackup directory for purposes of recovering from a complete failure, such as a server hard drive failure.

Using Other Backup Methods

When using a method other than HotBackup to make a backup, there are several issues that must be considered. In order for third-party backup software to create a successful backup, the following must be observed:

- All users **MUST** exit the software.
- All data files must be backed up at the same time.
- You must shut down the STI Server before running the backup.

It is possible to implement a third-party backup that allows for users to be in the Tabs3 and PracticeMaster software during the backup. This type of backup requires a strategy that uses a third-party backup and HotBackup together; it also may require restoring from **both** a third-party backup and a HotBackup in the event it is necessary to restore. Detail information regarding these options can be found in our Knowledge Base on the Internet at www.support.Tabs3.com in KB Article R11213.

Scheduling Backups

When scheduling backups, it is important to observe the following:

- Schedule backups to eliminate situations where a HotBackup is being performed at the same time as a third-party backup is being performed.
- We recommend scheduling a HotBackup before a third-party backup is performed. For example, if your third-party backup starts at 2:00 a.m. and your HotBackup takes less than 30 minutes, schedule a HotBackup at 1:00 a.m.

Knowledge Base and Other Resources

The following is a list of additional resources available regarding Client Server Version software.

Knowledge Base

The Knowledge Base includes specific information regarding STI Server Software. The Knowledge Base requires Internet access and can be found on the Internet at:

www.support.Tabs3.com

KB Article R11196 includes a comprehensive list of CSV articles. The following is a partial list of additional information available.

CSV Related Articles

- R10712 - Client/Server Overview
- R11196 - Tabs3 and PracticeMaster Client Server Resources
- R11175 - Transaction Processing
- R11176 - CSV Troubleshooting and Technical Information
- R11182 - Tabs3 and PracticeMaster Accelerators
- R11193 - HotBackup Overview
- R11199 - Restoring a HotBackup
- R11212 - CSV Frequently Asked Questions
- R11213 - Backup Strategy

Help Topics

The Help provided with the System Configuration program contains detailed information regarding STI Server configuration programs.

CSV Related Topics

- Client Server Configuration
- HotBackup
- HotBackup Vault
- Restore HotBackup

Technical Support

During working hours you can always get immediate assistance from qualified technicians who have been specifically trained to answer your questions.

Technical Support
Phone: (402) 419-2210
Hours: 8:00 a.m. to 5:00 p.m. (Central Time)
Monday through Friday

Chapter 3

Operating STI Server - Windows Version

This chapter discusses various ways of operating the Windows version of STI Server, and provides details on how to install and configure STI Server as a Windows service.

Note: During the installation, if you selected the option to **Install STI Server as a Windows Service**, STI Server will already be installed and running as an automatic Windows service. You can verify this by checking the status of the STI Server Service (*page 23*).

Operating STI Server as a Service for Windows

Windows supports a special type of process known as a service. A service is a background Win32 process that receives special treatment from the operating system. Services may be configured to start automatically at system startup or to start manually by a user. Services typically have no user interface and can continue to run even when no users are logged on to the system. The operating system automatically terminates services at system shutdown or a user can manually terminate them.

For performance reasons, it is recommended that **STI Server** be run as a Windows service. The **STI Server Service** features all of the capabilities and advantages of Windows services described above. As with any service, the STI Server Service will run in the background, will shut down automatically when Windows shuts down, and can be configured to start automatically when Windows starts up.

When Tabs3 and PracticeMaster Client Server Version is installed from the CD-ROM, an option is provided to automatically install it as a Windows service as shown in Fig. 3-1. This option is selected by default and if left unchanged, the STI Server will be running successfully as a service and the rest of this chapter can be skipped. However, if this option was not selected, the CTNTINST.EXE command-line utility program can be used to install it as an automatic service.

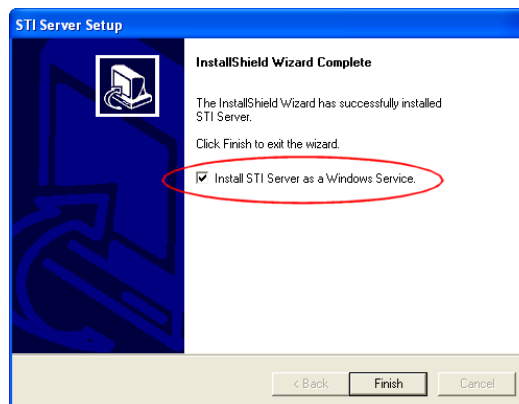


Fig. 3-1, Installation Option

Accelerator Note: Tabs3 and PracticeMaster Accelerator technology will perform faster when STI Server is run as a Windows Service. This is because when the STI Server and Accelerators are run as services, they are able to use the shared memory protocol for communications instead of the TCP/IP protocol, which is significantly faster.

CTNTINST.EXE Command-Line Program

The CTNTINST.EXE command-line program is used to install, configure, and control the **STI Server Service**. This command-line utility must be executed from the directory where STI Server is installed. The following is an example of the command-line syntax:

```
ctntinst -option STI Server Service
```

The command-line syntax consists of three components: the CTNTINST executable, an option, and the STI Server name (required). The *option* is a single entry selected from the table below.

The following command-line options are available:

| | |
|-------------|---|
| -install | Install the STI Server Service . |
| -remove | Uninstall the STI Server Service . |
| -auto | Set service to start up automatically. |
| -demand | Set service to start up on demand. |
| -showconfig | Show service settings. |
| -status | Show current status of service. |
| -start | Start the STI Server Service . |
| -stop | Stop the STI Server Service . |

Installing the STI Server Service

Although STI Server can be run manually from a command-line utility or via the Desktop Interactive Program, for performance reasons, we strongly recommend installing STI Server as a Windows service. This is typically done when the STI Server software is installed. The following instructions are provided in case the STI Server Service needs to be installed manually.

► To install STI Server as a Windows Service

Note: You must be an Administrator when performing the following procedure.

1. From the STI Server computer, open a command-line window (*Start | Programs | Accessories | Command Prompt*).
2. Using the DOS “CD” command, change to the directory where STI Server and the Tabs3 and PracticeMaster Client Server software applications are installed.

Note: If you have a drive mapped to where STI Server is installed, you must change to the *actual* directory and not the mapped drive. For example, if “K:\” is mapped to “C:\TABS3,” you must install the service from “C:\TABS3.”

3. Type the following command:

```
ctntinst -install STI Server Service
```

Note: The “STI Server Service” represents the name of the service.

4. The message “STI Server Service Created” will be displayed.

Note: If STI Server is already installed as a Windows service, the message “CreateService failed: The specified service already exists” will be displayed instead.

Configuring the STI Server Service

Although STI Server can be started and stopped manually, we recommend that the service be configured to start automatically. This allows the STI Server Service to automatically start and shut down with Windows. The STI Server Service can be configured to start automatically using one of the following methods.

► To configure the STI Server Service from a Command Prompt window

1. From the STI Server computer, open a command-line window (*Start | Program | Accessories | Command Prompt*).
2. Using the DOS “CD” command, change to the directory where STI Server and the Tabs3 and PracticeMaster Client Server software applications are installed.
3. To determine the current startup configuration of STI Server, type the following command:

```
ctntinst -showconfig STI Server Service
```

A message similar to the following will be displayed, with the line for “Start Type” indicating the current startup configuration of STI Server:

```
Service Configuration for STI Server Service
Display Name:      STI Server Service
Type:              SERVICE_WIN32_OWN_PROCESS
Start Type:        Manual
Error Level:        SERVICE_ERROR_NORMAL
Binary path:        C:\TABS3\ctsrvr.exe
Load Order Group:  None
Tag ID:             0
Dependencies:       None
Login Under:        LocalSystem
```

4. Type the following command to set the STI Server Service to start automatically:

```
ctntinst -auto STI Server Service
```

Note: The “STI Server Service” represents the name of the service.

5. The message “Changed Service Configuration Successfully” will be displayed.

► To configure the STI Server Service from the Services Applet

1. From the **Control Panel**, double-click **Administrative Tools** and then double-click **Services**. (*If using Windows XP Category view, from the Control Panel, select **Performance and Maintenance**, select **Administrative Tools**, and then double-click **Services**.*) This will open the Services Applet (Fig. 3-2).
2. Right-click the **STI Server Service** and select **Properties** to open the STI Server Services Properties window (Fig. 3-3).
3. On the **General** tab, change the **Startup type** to “Automatic.”
4. Click **OK** to close the Properties window.
5. In the Services Applet window, the **Startup Type** column for the STI Server Service will be shown as “Automatic.”

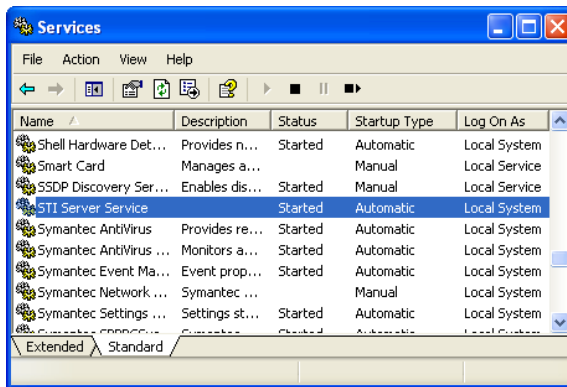


Fig. 3-2, Services Applet

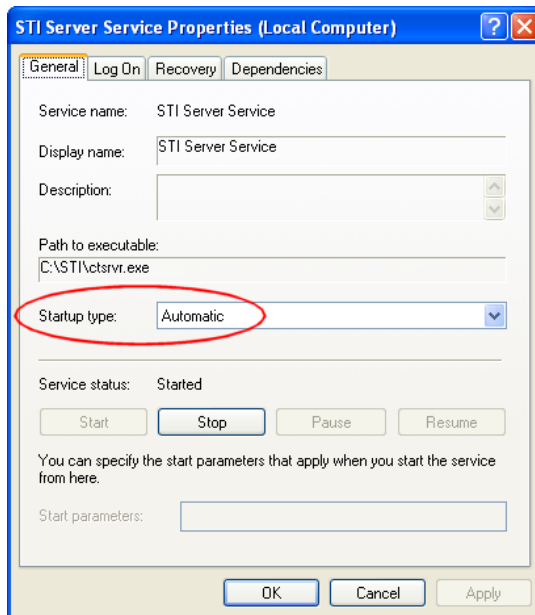


Fig. 3-3, STI Server Service Properties window

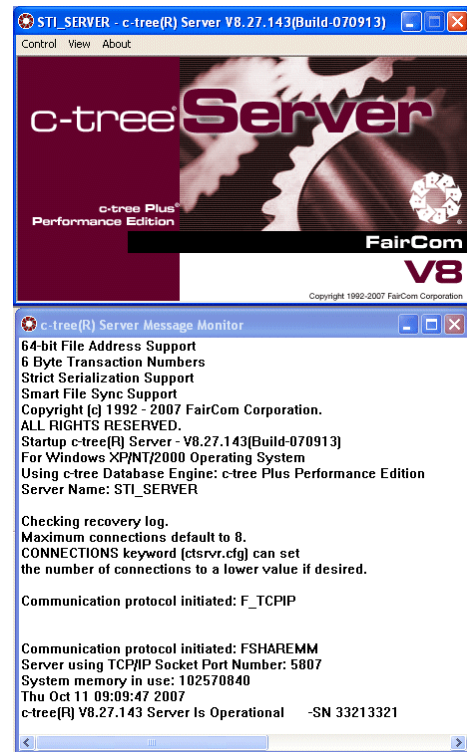


Fig. 3-4, Desktop Interactive Program and Message Monitor window

Desktop Interactive Program

The Desktop Interactive Program is the Windows GUI (*Graphical User Interface*) version of STI Server. It can be run by executing the CTSRVR.EXE file, which also starts the STI Server. In addition to running the Desktop Interactive Program this way, the STI Server Service can also be configured to display it whenever it is started.

► To configure the STI Server Service to display the Desktop Interactive Program

1. From the **Control Panel**, double-click **Administrative Tools** and then double-click **Services**. (*If using Windows XP Category view, from the Control Panel, select **Performance and Maintenance**, select **Administrative Tools**, and then double-click **Services**.*)
2. Right-click the **STI Server Service** and select **Properties**.
3. On the **Log On** tab, select the **Allow service to interact with desktop** option.
4. Click **OK** to close the Properties window.

By default, the Desktop Interactive Program displays the Message Monitor window (Fig. 3-4), which provides STI Server connection information. The Desktop Interactive Program can also be used to stop the STI Server (*page 22*).

Message Monitor Window

The Message Monitor window is displayed by default when running the Desktop Interactive Program. This window is useful for viewing the number of current connections to STI Server, and can also be helpful in displaying a visual confirmation that STI Server is indeed functioning. The Message Monitor window can be closed at any time without affecting STI Server. To display it again, from the Desktop Interactive Program select *View | Message Monitor Window*.

Note: Implementing the DIAGNOSTICS LOGON_COMM configuration setting (*page 40*) will cause additional information to be displayed in this window.

Starting STI Server

Once STI Server has been configured as an automatic Windows service, STI Server will automatically start whenever Windows is started on the server computer. However, STI Server can also be started using one of the following methods.

Note: STI Server can only be started from a Command Prompt window or from the Service Applet if it has already been installed as a Windows service.

► To start STI Server from the Services Applet

1. From the **Control Panel**, double-click **Administrative Tools** and then double-click **Services**. (*If using Windows XP Category view, from the Control Panel, select **Performance and Maintenance**, select **Administrative Tools**, and then double-click **Services**.*)
2. Right-click the **STI Server Service** and select **Start**.

► To start STI Server from a Command Prompt window

1. From the STI Server computer, open a command-line window (*Start | Program | Accessories | Command Prompt*).
2. Using the DOS “CD” command, change to the directory where STI Server and the Tabs3 and PracticeMaster Client Server software applications are installed.
3. Type the following command:

```
ctntinst -start STI Server Service
```

Note: The “STI Server Service” represents the name of the service.

4. The message “Starting the FairCom Server service...STI Server Service started successfully” will be displayed.

► To start STI Server via the Desktop Interactive Program

1. Using Windows Explorer, navigate to the directory where STI Server is installed.
2. Double-click the CTSRVR.EXE file.

Stopping STI Server

The following methods can be used to stop STI Server.

Note: STI Server can only be stopped from a Command Prompt window or from the Service Applet if it has already been installed as a Windows service.

Warning: Stopping STI Server when active connections are present can cause data corruption. It is strongly recommended that all users exit all Client Server Version Tabs3 and PracticeMaster software applications before stopping STI Server. Stopping STI Server from the Desktop Interactive Program is the only method that warns you of active connections before STI Server is stopped.

► To stop STI Server from the Services Applet

1. From the **Control Panel**, double-click **Administrative Tools** and then double-click **Services**. (*If using Windows XP Category view, from the Control Panel, select **Performance and Maintenance**, select **Administrative Tools**, and then double-click **Services**.*)
2. Right-click the **STI Server Service** and select **Stop**.

► To stop STI Server from a Command Prompt window

1. From the STI Server computer, open a command-line window (*Start | Program | Accessories | Command Prompt*).
2. Using the DOS “CD” command, change to the directory where STI Server and the Tabs3 and PracticeMaster Client Server software applications are installed.
3. Type the following command:

```
ctntinst -stop STI Server Service
```

Note: The “STI Server Service” represents the name of the service.

4. The message “Stopping the FairCom Server Service...Service Status for STI Server Service” will be displayed.

► To stop STI Server from the Desktop Interactive Program

1. From the Desktop Interactive Program, select the **Control** menu.
2. Select **Shutdown**.
3. You will be prompted for an Administrator User ID and Password. Enter “ADMIN” in both the **Administrator User** and **Password** fields, then click **OK**.

Note: The password is case sensitive.

4. A message will be displayed indicating the number of users currently logged on. This represents the number of active connections present. Click **OK** to confirm you want to stop STI Server.

Displaying the Status of the STI Server Service

The current status of the STI Server Service can be determined using one of the following methods.

► **To display the current status of STI Server from the Services Applet**

1. From the **Control Panel**, double-click **Administrative Tools** and then double-click **Services**. (*If using Windows XP Category view, from the Control Panel, select **Performance and Maintenance**, select **Administrative Tools**, and then double-click **Services**.*)
2. Highlight the **STI Server Service**. The **Status** column will show “Started” if the server is running. Otherwise, it will be blank if the server is not running.

Note: You may need to refresh the Computer Management window (*Action | Refresh*) to update the status of the STI Server Service.

► **To display the current status of STI Server from a Command Prompt window**

1. From the STI Server computer, open a command-line window (*Start | Program | Accessories | Command Prompt*).
2. Using the DOS “CD” command, change to the directory where STI Server and the Tabs3 and PracticeMaster Client Server software applications are installed.
3. Type the following command:

```
ctntinst -status STI Server Service
```

Note: The “STI Server Service” represents the name of the service.

4. A message similar to the following will be displayed.

```
Service Status for STI Server Service
Current State:      RUNNING
Controls Accepted:  STOP  SHUTDOWN
Win32 Exit:        0
Service Exit:      0
Checkpoint:        0x0
WaitHint:          0x0
```

Troubleshooting

This section identifies possible problems that may be encountered when starting STI Server, and ways to solve them. Additional troubleshooting information, including possible error messages, can be found in our Knowledge Base in Article [R11176](#) - “CSV Troubleshooting and Technical Information” at

www.support.Tabs3.com

Problems Starting the STI Server Service

If the STI Server Service fails to start, it returns a service-specific error, and logs a message to the Windows application event log. This information can be used to diagnose problems with the STI Server Service. The following is an example of the output from a failed startup when starting the STI Server Service using the command-line utility. The service-specific error is displayed as the “Service Exit” code.

```

C:\TABS3> ctninst -start STI Server Service
Starting the FairCom Server service...
STI Server Service start unsuccessful:
Current State: STOPPED
Win32 Exit:    1066
Service Exit: 5
Checkpoint:   0x0
WaitHint:    0x0

```

Table 2 lists service-specific error codes returned by the STI Server Service, the cause, and a resolution for each error.

| Error Code | Cause | Resolution |
|------------|--|---|
| 0 | STI Server is already running via the Desktop Interactive Program (<i>page 20</i>). | Shut down the Desktop Interactive Program, and start the service again. |
| 2 | The required CTSRVR.CFG file is invalid (<i>page 40</i>), usually due to editing it via a word processor instead of a text editor. | Rename the existing CTSRVR.CFG file, and reinstall the STI Server software to create a new CTSRVR.CFG file. |
| 6 | STI Server has not been activated. | Run the FairCom Server Activation Utility to activate STI Server (<i>page 10</i>). |

Table 2, STI Server Service Errors.

Problems Starting the Desktop Interactive Program

If an error occurs when attempting to start the Desktop Interactive Program, the message “Server Operation Now Stopped” will be displayed. This message is displayed for one of the following reasons.

- The STI Server Service is currently running.
- The required CTSRVR.CFG file located in the Tabs3/PracticeMaster program directory is invalid, usually due to editing it via a word processor instead of a text editor.

If the STI Server Service is currently running, it must be stopped before attempting to start STI Server via the Desktop Interactive Program. If the required CTSRVR.CFG file is invalid, rename it and reinstall the STI Server software to create a new CTSRVR.CFG file.

Chapter 4

Operating STI Server - Novell Version

This chapter discusses how to load the STI Server NLM from the command line and also provides details on how to install and configure STI Server as a Novell NLM (Network Loadable Module).

Starting STI Server for the First Time

When STI Server is installed, the installation program modifies the Novell server's AUTOEXEC.NCF file found in the SYS:SYSTEM directory to include the startup command (i.e., the SYSTEM directory on the volume from which you are running the STI Server). As a result, STI Server will automatically be loaded when the Novell server is started. However, after installing STI Server, in order to run STI Server for the first time, you must:

- Restart the Novell Server; or
- Manually use the LOAD command (as documented in the following section) at the server console (or using the RCONSOLE utility). You must have ADMIN rights to do this.

LOAD Command Syntax

The following represents the syntax of the command that is used to start STI Server by loading the CTSRVR.NLM.

```
LOAD [volume:\directory]\ctsrvr.nlm CTSRVR_CFG [volume:\directory]\ctsrvr.cfg
```

Note: By default, STI Server assumes NLM files and configuration information is stored in the root directory. As a result, the location of the NLM and configuration file must be specified in the command line as indicated.

Protected NLM Note: We do not recommend running STI Server as a protected NLM due to possible reliability issues.

LOAD The first word in the full command is "LOAD." This command is used to load Novell NLMs into the Novell operating system.

[volume:\directory]\ctsrvr.nlm

This portion of the command represents where the CTSRVR.NLM file resides, i.e., where STI Server was installed. The CTSRVR.NLM is the STI Server NLM "executable." The [volume:\directory] represents the volume and path where the Tabs3 and PracticeMaster program files reside. Do not use drive letters in this location.

CTSRVR_CFG [volume:\directory]\ctsrvr.cfg

CTSRVR_CFG is a parameter for the LOAD command that is followed by the location of the CTSRVR.CFG configuration file on the STI Server computer. Novell uses the root directory as a default. Therefore, it is necessary to use the CTSRVR_CFG keyword so that it knows where the CTSRVR.CFG file is

located. The [volume:\directory] represents the volume and path where the Tabs3 and PracticeMaster program files reside. Do not use drive letters in this location.

The following is an example of a command that is used to start STI Server. This example has STI Server installed on the SYS volume in a directory named STI.

```
load SYS:\TABS3\CTSRVR.NLM CTSRVR_CFG SYS:\TABS3\CTSRVR.CFG
```

Stopping STI Server

You can use the Novell Unload command to stop STI Server.

Warning: Stopping STI Server when active connections are present can cause data corruption. It is strongly recommended that all users exit all Client Server Version Tabs3 and PracticeMaster software applications before stopping STI Server.

► To stop STI Server

1. From the NetWare server, press Ctrl+Esc. A list of programs will be displayed.
2. Select **CONSOLE**. A command prompt will be displayed with the server name followed by a colon.
3. From the System Console, type the following command:

```
unload ctsrvr
```

4. The number of current connections will be shown. You will be asked to confirm you want to unload the CTSRVR NLM. Press “Y” to confirm the unload command.

Note: It is strongly recommended that you do not stop STI Server when active connections are present.

Displaying STI Server Activity

You can display limited information about the CTSRVR.NLM from the Novell Console.

► To display information

1. From the NetWare server, press Ctrl+Esc. A list of programs will be displayed.
2. Type the menu number for the **CTSRVR** menu option and press Enter.
3. Various information regarding connections and activity will be displayed. Unfortunately, Novell does not let you scroll up to see information above the current screen.

Note: Implementing the DIAGNOSTICS LOGON_COMM configuration option (*page 40*) displays additional information regarding activity.

Troubleshooting

This section identifies possible problems that may be encountered when using STI Server, and ways to solve them. Additional troubleshooting information, including possible error messages, can be found in our Knowledge Base in Article [R11176](#) - “CSV Troubleshooting and Technical Information” at:

www.support.Tabs3.com

Known Problem with Novell DNS System

DNS systems (*Domain Naming Systems or Services*) are used to translate a computer name into an IP address. Depending on the version of NetWare being used and how it is configured, it is a common situation for a Novell network DNS system to not be able to correctly translate a computer name to an IP address. If your Novell network has this problem, it will be necessary to edit the STSRVR.CFG file to use the server’s IP address instead of the server name. If your Novell network has this problem, a message similar to the following will be displayed when attempting to start a Tabs3 or PracticeMaster software application:

```
The server: `STI_SERVER@FS1' can't be found.
```

You can use the following procedures to determine if the STSRVR.CFG file needs to be modified to use the server’s IP address instead of the server name.

► Determining Whether the Server’s IP Address is Correctly Translated

1. From a command prompt on the workstation, type the following command:

```
PING <servername>
```

For example, if the server name is FSNORTH, you would type:

```
PING FSNORTH
```

2. If PING works, then there is no problem. If PING fails, a message similar to “Unknown Host <servername>.” will be displayed. In this case, you must get the NetWare Server IP Address and edit the STSRVR.CFG file.

► To get the NetWare Server’s IP Address

1. From the NetWare server, press Ctrl+Esc. A list of programs will be displayed.
2. Select **CONSOLE** to open a command prompt.
3. Type **CONFIG**. This will produce an output similar to the following:

```
File server name: FSNORTH
IPX internal network number: 00000241

3Com EtherLink II 3C503 V3.12 (910403)
Hardware setting: I/O Port 300h to 30Fh and 700h to 70Fh
Node address: 02608C6C24E6
Frame type: ETHERNET_II
Board name: EII
LAN protocol: ARP
LAN protocol: IP address: 192.155.203.6 net mask: FF.FF.FF.0
```

4. The server’s IP address is listed following the “IP address:” item in the output. For the sample output above, the server’s IP address would be 192.155.203.6.

► **Editing the STSRVR.CFG File**

1. Make sure the STI Server is not running.
2. From the workstation, use a text editor to open the STSRVR.CFG file.
3. The Server Name will be shown following the @ symbol. Replace the portion following the @ symbol with the IP Address. For example, the STSRVR.CFG may consist of the following:

```
STI_SERVER@FS1
```

If the NetWare Server's IP Address is 192.155.203.6, you would edit the line to be:

```
STI_SERVER@192.155.203.6
```

4. Save the file.
5. From the NetWare server, restart the STI Server. This can be done by using the LOAD command as directed on page 25.

STI Server Not Running

If STI Server is not running, it may have been stopped via NetWare's UNLOAD command, or the LOAD command in the server's AUTOEXEC.NCF file may be incorrect. If the LOAD command in the server's AUTOEXEC.NCF file is incorrect, STI Server will not be started when the server is started.

Before modifying the AUTOEXEC.NCF file, first verify that STI Server can be started manually. This can be done by using the LOAD command as directed on page 25. Once you have successfully started the STI Server manually via the LOAD command, edit the same LOAD command in the AUTOEXEC.NCF file. The next time the Novell server is restarted, STI Server will also be started.

Chapter 5

HotBackup

HotBackup Overview

HotBackup is a feature unique to Client Server Version (CSV) software that allows all data files to be backed up while they are in use. In database terminology, data is considered “hot” when it is live and accessible to all users. Therefore, backing up data in this state is considered a “hot” backup. The HotBackup feature is only included with the Windows version of CSV software.

Stand-alone and multi-user (i.e., non-CSV) versions of the Tabs3 and PracticeMaster software, along with the Novell NetWare version of CSV software, include the Back Up Data Files program. This program is used to create a temporary backup of the data files for all software products installed in the program directory. HotBackup replaces the Back Up Data Files program with a significantly improved method of creating a temporary backup, and introduces several new features along with it.

The main highlights of HotBackup are as follows:

| | |
|-----------------------------------|---|
| Background Processing | HotBackup has the ability to create a backup while users are accessing the data files. It does this in the background without interrupting any work in progress. |
| File and Folder Management | You can configure HotBackup to maintain as many backups as you want (up to 99), as well as the number of backups to archive (up to 99). In addition, you can define the location in which backups are stored. |
| User-Friendly Scheduling | HotBackup includes a straightforward scheduling system, allowing you to determine the times and days of the week for recurring HotBackups. These scheduled HotBackups are performed automatically without user intervention or the need to have the Tabs3/PracticeMaster Software open. |
| E-mail Notification | An unlimited number of customized e-mail messages can be configured to be sent in the event a HotBackup fails or succeeds. These messages can be sent to as many user-defined e-mail recipients as you want. |

Note: The HotBackup program is used to make a temporary backup of the data files for all software products installed in the current working directory. This includes **System Configuration**, **Tabs3**, **PracticeMaster**, **GLS**, **APS**, and **TAS**. All GLS clients are included in the HotBackup.

HotBackup vs. Third-Party Backup

Caution: HotBackup creates temporary data backups and it is not intended to replace your regular backup procedures. It is important to make sure that regular backups are kept off site in case of hardware failure, theft, flood, etc.

Discussion and recommendations for backup strategy can be found beginning on page 14.

Configuring HotBackup

Configuration of HotBackup is done in the System Configuration software program. These configuration settings are located in the Client Server Configuration window (*Client/Server | Client Server Configuration*). After installing the STI Server software, you will need to review the settings on the **HotBackup Folder** tab of this window. You may choose to keep these settings, or you may modify them to better suit your needs.

Note: Detailed information regarding individual settings is available in the Help provided with the System Configuration software.

Client Server Configuration

The Client Server Configuration window (*Client/Server | Client Server Configuration*) is accessible from the System Configuration software program.

This window contains all settings related to HotBackup, STI Director, and the Tabs3/PracticeMaster Accelerators. The following is a brief overview of the Client Server Configuration window. Detailed information regarding individual settings is available in the Help provided with the System Configuration software.

HotBackup Schedule

The **HotBackup Schedule** tab (Fig. 5-1) displays a list of scheduled HotBackups. It is used to create or delete scheduled HotBackups, as well as temporarily suspend scheduled HotBackups. HotBackups can be scheduled for varying times of the day on weekdays, every day of the week, or specific days of your choosing.

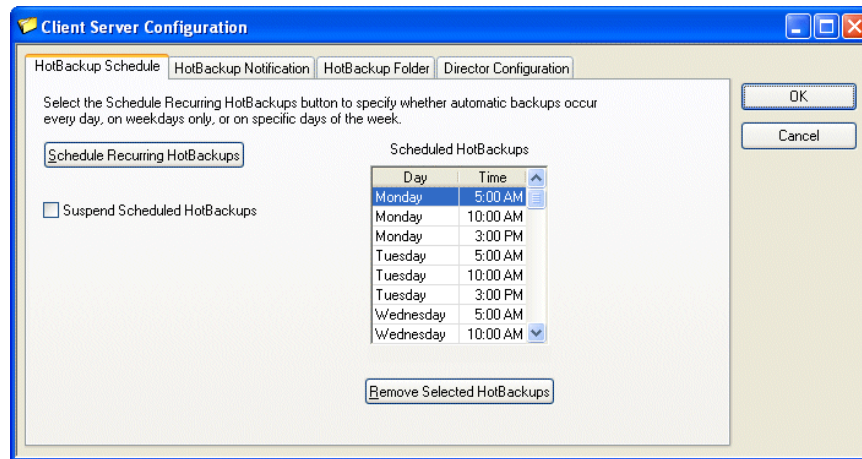


Fig. 5-1, HotBackup Schedule

Schedule Recurring HotBackups

The Schedule Recurring HotBackups window (Fig. 5-2) is used to schedule one or more HotBackups. It is accessed via the **Schedule Recurring HotBackups** button on the **HotBackup Schedule** tab (Fig. 5-1).

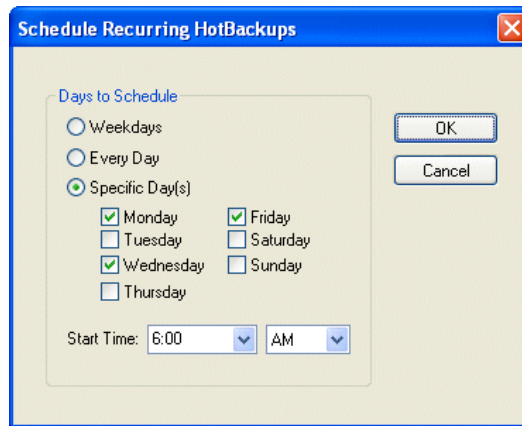


Fig. 5-2, Schedule Recurring HotBackups

HotBackup Notification

The **HotBackup Notification** tab (Fig. 5-3) is used to configure e-mail messages that can be sent automatically to various recipients in the event a HotBackup fails or succeeds. Selectable variables allow unique descriptions and subject lines to be created automatically when a message is sent.

Note: Configuring e-mail messages to notify recipients of successes and failures provides a powerful built-in safeguard feature. We recommend that at least one e-mail message be defined for failures so that the appropriate personnel are notified in the event there are problems.

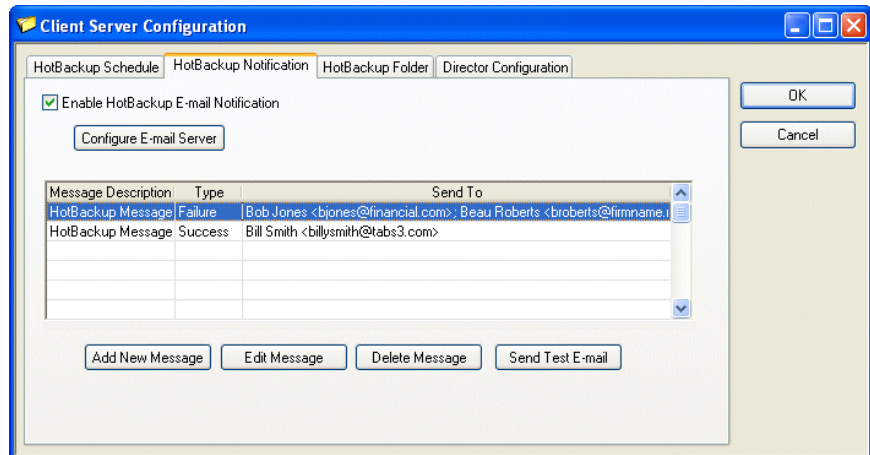


Fig. 5-3, HotBackup Notification

Configure E-mail Server

The Configure E-mail Server window (Fig. 5-4) is used to configure the settings necessary to send e-mail messages. It is accessed via the **Configure E-mail Server** button on the **HotBackup Notification** tab (Fig. 5-3).

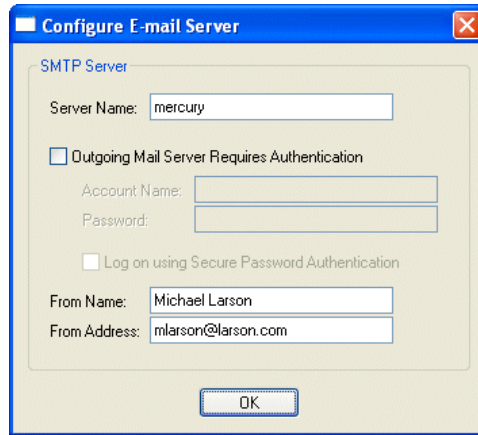


Fig. 5-4, Configure E-mail Server

Notification Message

The Notification Message window (Fig. 5-5) is used to add a new e-mail message, or edit an existing one. It is accessed via the **Add New Message** and **Edit Message** buttons on the **HotBackup Notification** tab (Fig. 5-3).

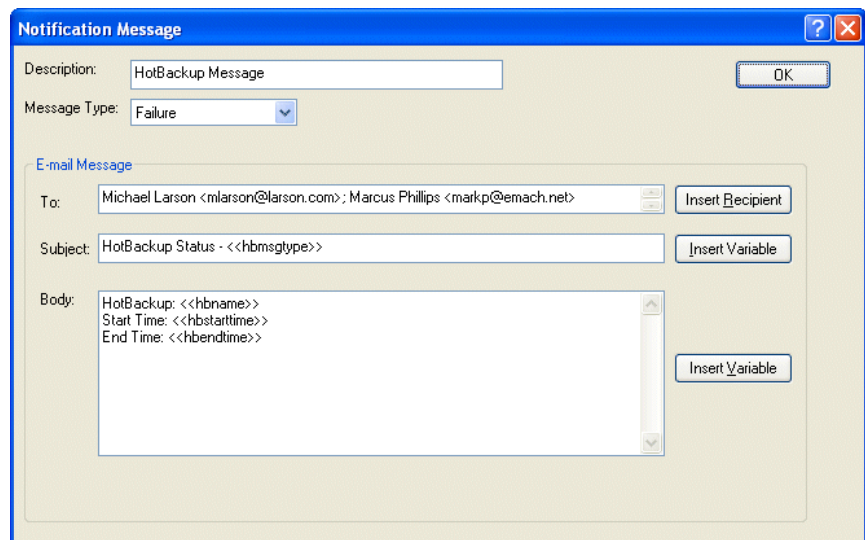


Fig. 5-5, Notification Message

HotBackup Folder

The **HotBackup Folder** tab (Fig. 5-6) is used to configure the location where HotBackups are stored, as well as the number of HotBackups to maintain at one time. By default, the **HotBackup Folder** is defined as “C:\HotBackup”, and the **Number of Successful HotBackups to Keep** is set at 4 **Recent** and 2 **Archive** (i.e., 6 total). Valid syntax for the HotBackup Folder is:

[driveletter]:\[foldername]

Detailed information regarding these settings can be found in the Help provided with the System Configuration software. The “Directory Structure” section of this manual also provides additional information on these settings (*page 33*).

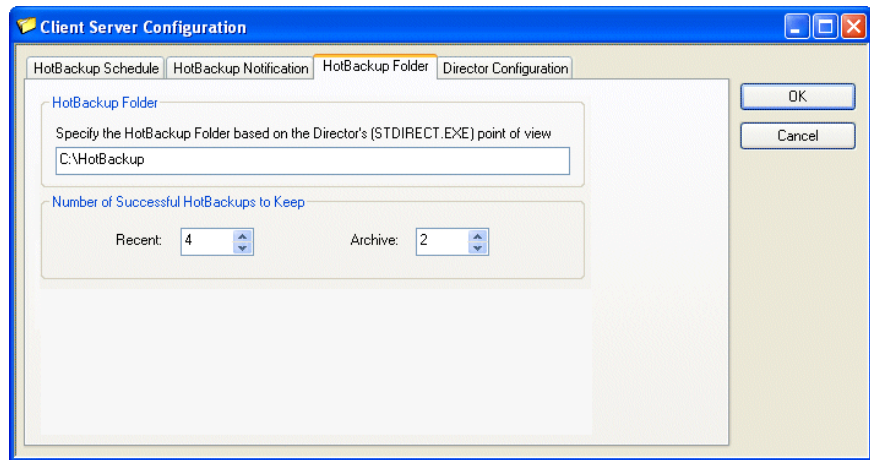


Fig. 5-6, HotBackup Folder

Director Configuration

The **Director Configuration** tab (Fig. 5-7) is used to configure various options for STI Director and the Tabs3/PracticeMaster Accelerators. The default settings are determined when the STI Server software is first installed.

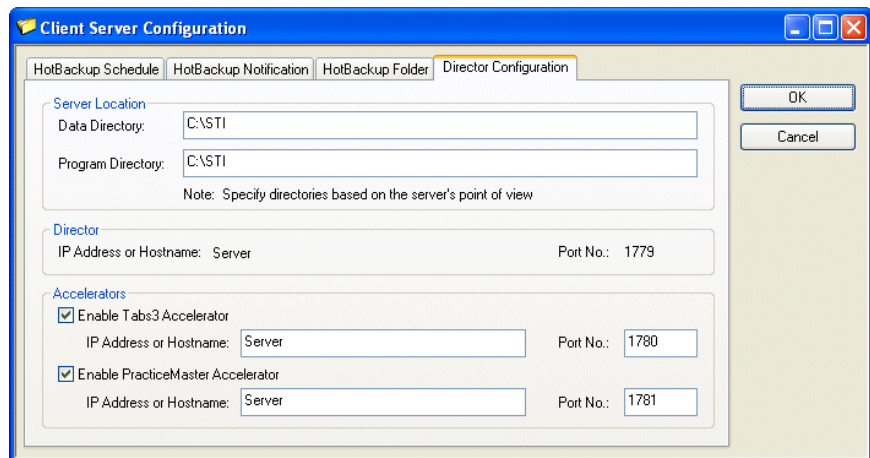


Fig. 5-7, Director Configuration

Directory Structure

The HotBackup folder defined on the **HotBackup Folder** tab (*page 32*) of the Client Server Configuration window is the parent directory where HotBackups are stored. Within this directory are the following three folders:

Archive Folder

This folder contains older HotBackups that were previously in the Recent folder, and acts as a convenient means of archiving HotBackups. As new HotBackups are added to the Recent folder, older HotBackups are moved to the Archive folder. The number of HotBackups maintained within this folder is determined by the **Archive** field on the **HotBackup Folder** tab (*page 32*). When that limit is exceeded, the oldest HotBackup in this folder is deleted.

Failed Folder

HotBackups originate from this folder. Upon successful completion, the HotBackup is moved to the Recent folder. If a HotBackup does not complete successfully, it remains in this folder. A failed HotBackup is deleted automatically when a newer successful HotBackup is deleted either automatically or via the HotBackup Vault program (page 34).

Recent Folder

This folder contains the most current HotBackups. The number of HotBackups maintained within this folder is determined by the **Recent** field on the **HotBackup Folder** tab (page 32). When that limit is exceeded, the oldest HotBackup in this folder is moved to the Archive folder.

Which folder a HotBackup is stored in (i.e., Archive, Failed, or Recent) depends on the successfulness of a HotBackup, and the settings for the **Recent** and **Archive** fields as defined on the **HotBackup Folder** tab of the Client Server Configuration window (page 32). The main benefit for storing HotBackups in this manner is it makes it very convenient to maintain regular external backups.

For example, suppose you want to maintain 10 HotBackups at any one time, but you want your nightly process to only back up the 3 most recent HotBackups. In this case, you would set the **Recent** field to 3, the **Archive** field to 7, and configure your nightly process to back up just the contents of the Recent folder. Doing this allows you to maintain 10 total HotBackups (i.e., 3 in the Recent folder, plus 7 in the Archive folder), while the 3 most recent HotBackups will always be in the Recent folder.

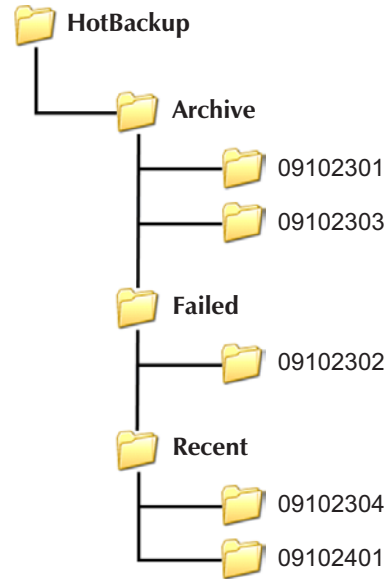


Fig. 5-8, HotBackup directory structure configured to use “2” for **Recent** and “2” for **Archive**

Naming Convention

Within each folder, HotBackups are stored using the following date-based naming convention: YYMMDD##, where “##” is a number from “01” to “99”. This numbering system is used for multiple HotBackups that are created on the same day. For example, the first HotBackup created on October 23, 2009 will be named “09102301”; and the second HotBackup made on that same day will be named “09102302”.



Fig. 5-9, HotBackup Naming Convention

HotBackup Vault

The HotBackup Vault program lists all HotBackups located in the HotBackup folder. This includes both successful and unsuccessful (i.e., failed) HotBackups. It is accessed from the System Configuration software program, via the **Client/Server** menu option (*Client/Server | HotBackup Vault*).

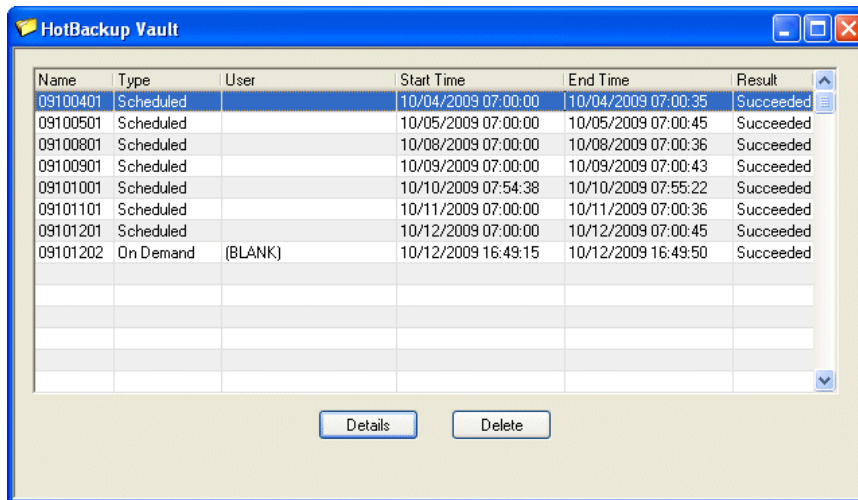


Fig. 5-10, HotBackup Vault

Restore HotBackup

The Restore HotBackup program lets you restore a HotBackup to the original folder on the server or to an alternate folder. Restoring a HotBackup is performed by manually running the HBRESTORE.EXE file located within the HotBackup directory you want to restore.

Running the HBRESTORE.EXE file will launch the Restore HotBackup Wizard, which will walk you through the Restore HotBackup process.



Fig. 5-11, Restore HotBackup Wizard

When restoring to the original folder, you must restore from the server. Additionally, all users must exit all Tabs3 and PracticeMaster programs and the STI Server must be shut down.

► To restore a HotBackup

1. Open Windows Explorer.
2. Navigate to the folder with the HotBackup you want to restore.

3. Double-click the HBRESTORE.EXE file.

For example, if you want to restore the first HotBackup made on October 23, 2009 and your HotBackup folder is set as C:\HOTBACKUP on the server computer, then you must first locate the 09102301 HotBackup located in either the Archive or the Recent folder. Assuming it is in the Archive folder, you would double-click the HBRESTORE.EXE file located in the following folder to begin the HotBackup Restore process:

```
C:\HOTBACKUP\ARCHIVE\09102301\BACKUP
```

Note: The HotBackup folder is defined on the **HotBackup Folder** tab of the Client Server Configuration window in System Configuration (*page 33*).

For additional information on restoring a HotBackup, refer to Knowledge Base Article [R11199](#) - “Restoring a HotBackup” at www.support.Tabs3.com.

Restoring to an Alternate Folder

When restoring to an alternate folder, you can restore from the server or any other computer. The alternate folder specified must be an empty folder or a new folder. Restoring a HotBackup to an alternate folder is for testing purposes only. After restoring to an alternate folder, you will need to temporarily install the Tabs3 and PracticeMaster software to the alternate location in order to test your data. This temporary installation will be run as a standard multi-user version and not a Client Server Version of the software.

When specifying the alternate folder, it *must* use the form of [driveletter]:\[foldername]. The folder name cannot include spaces.

Troubleshooting

HotBackup troubleshooting and technical information can be found in our Knowledge Base in Article [R11193](#) - “HotBackup Overview” at:

www.support.Tabs3.com

Chapter 6

Configuring STI Server

Two STI Server configuration files are installed in the program directory during the installation process:

- STSRVR.CFG
- CTSRVR.CFG

These files maintain various settings that affect the performance and function of STI Server. Typically, these files are not edited, but they can be used to customize your installation. They can be viewed and edited with a text editor such as Notepad.

Note: Some settings are preceded by a semi-colon, indicating that they are “commented” out (i.e., turned off). These settings are ignored by STI Server and are not implemented. To use these particular settings, simply remove the semi-colon. Likewise, if you want to disable a setting, simply add a semi-colon to the front of it.

STI Director

When the Windows version of STI Server is installed, an additional Windows service known as the STI Director Service is also installed. Generally speaking, STI Director assists with communicating specific information between STI Server and the various workstations. This service must be running in order for STI Server to function properly. (*Note: The STI Director Service is not available with the Novell version.*)

Although the default settings installed for STI Director are adequate for most installations, it is recommended that you review these settings to ensure no additional customization is necessary.

Configuring and controlling the STI Director Service is done via the Windows Control Panel. From the Control Panel, select **STI Director Service**, which will open the STI Director Service Configuration window (Fig. 6-1).

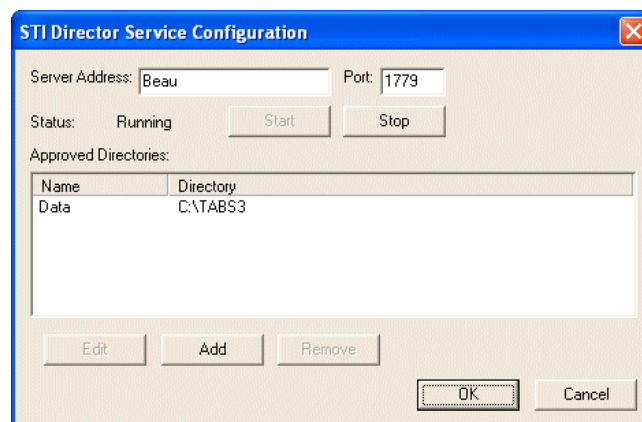


Fig. 6-1, STI Director Service Configuration window

The following options are displayed in the STI Director Service Configuration window:

Server Address The computer name or IP address of the server computer.

| | | | |
|-----------------------------|---|------|---|
| Port | <p>The port number through which STI Director is accessed (<i>page 11</i>). The default is 1779.</p> <hr/> <p>Note: The Server Address and Port must be exactly the same as the values defined respectively before and after the colon in the second line of the STSRVR.CFG file. For example, if the second line is F_SERVER:1779, then the Server Address must be F_SERVER and the Port must be 1779.</p> <hr/> | | |
| Status | <p>The current operational status of the STI Director Service, indicated as either Starting, Running, or Stopped.</p> | | |
| Start/Stop | <p>The Start and Stop buttons can be used to start and stop the STI Director Service.</p> <hr/> <p>Warning: Stopping the STI Director Service can result in fatal errors and failed HotBackups. Do not stop the STI Director Service unless absolutely necessary.</p> <hr/> | | |
| Approved Directories | <p>The list of directories that STI Director has access to. This list must contain the location of your Tabs3/PracticeMaster data files. Directories must be specified based on the server's point of view. Do not use mapped drives, network drive designations, or UNC paths. Although allowed, STI Director cannot recognize these designations and will cause unexpected results.</p> <p>When the STI Server software is first installed, the following approved directory is defined:</p> <table border="0" style="margin-left: 40px;"> <tr> <td style="padding-right: 20px;">Data</td> <td><i>your installation directory (i.e., C:\TABS3)</i></td> </tr> </table> <hr/> <p>Note: In the System Configuration program, the value for the Data Directory field on the Director Configuration tab of the Client Server Configuration window (<i>Client/Server Client Server Configuration</i>) must be listed here as an approved directory. See page 33 for additional information.</p> <hr/> | Data | <i>your installation directory (i.e., C:\TABS3)</i> |
| Data | <i>your installation directory (i.e., C:\TABS3)</i> | | |
| Edit/Add/Remove | <p>The Edit, Add, and Remove buttons can be used to modify the list of approved directories.</p> | | |
| OK/Cancel | <p>The OK and Cancel buttons can be used to save or discard your changes.</p> <hr/> <p>Note: The OK and Cancel buttons have no effect on the operational status of the service. For example, if you stop the STI Director Service and then select Cancel, the service will remain stopped.</p> <hr/> | | |

Before making any changes to the STI Director Service, verify that all users have exited the Tabs3 and PracticeMaster software, and that a HotBackup is not in progress. Although you do not have to stop the STI Director Service prior to changing its settings, you do need to restart the service in order for changes to take affect. You will be prompted to restart the service if any changes are detected.

Displaying the Status of the STI Director Service

The STI Director Service is automatically started when the software is installed and typically does not need to be stopped. For troubleshooting purposes, it may be necessary to verify whether the STI Director Service is running. The current status of the STI Director Service can be determined using one of the following methods.

► To display the current status of STI Director Service from the Services Applet

1. From the **Control Panel**, double-click **Administrative Tools** and then double-click **Services**. (*If using Windows XP Category view, from the Control Panel, select **Performance and Maintenance**, select **Administrative Tools**, and then double-click **Services**.*)
2. Highlight the **STI Director Service**. The **Status** column will show “Started” if the server is running. Otherwise, it will be blank if the server is not running.

Note: You may need to refresh the Computer Management window (*Action | Refresh*) to update the status of the STI Server Service.

► To display the current status of STI Director from a Command Prompt window

1. From the STI Server computer, open a command-line window (*Start | Program | Accessories | Command Prompt*).
2. Using the DOS “CD” command, change to the directory where STI Server and the Tabs3 and PracticeMaster Client Server software applications are installed.
3. Type the following command:

```
ctntinst -status STI Director Service
```

Note: The “STI Director Service” represents the name of the service.

4. A message similar to the following will be displayed.

```
Service Status for STI Director Service
Current State:      RUNNING
Controls Accepted:  STOP  SHUTDOWN
Win32 Exit:         0
Service Exit:       0
Checkpoint:         0
WaitHint:           0
```

Stopping and Starting the STI Director

Under normal day to day operation, it typically is not necessary to stop or start the STI Director. It is not necessary to stop the STI Director to make a third-party backup. If you shut down the STI Server, it is not necessary to stop the STI Director.

It may become necessary to stop or start the STI Director Service due to configuration changes or for troubleshooting purposes. If you do need to stop or start the STI Director Service, you can do so using the same procedures used to stop and start the STI Server Service, as documented on page 21. Simply replace the service name of “STI Server Service” with “STI Director Service”.

Note: Stopping the STI Director Service while users are in the software or a HotBackup is running can result in fatal errors and failed HotBackups.

STSRVR.CFG

The STSRVR.CFG file is an ASCII text file that consists of two lines. The following is an example of what the contents of a Windows STSRVR.CFG file might look like:

```
STI_SERVER@FS1
FS1:1779
```

The information in the STSRVR.CFG file is used by the Tabs3/PracticeMaster software to communicate with STI Server and STI Director (for Windows). This information is automatically written to this file when the STI Server software is installed.

On the first line, the portion before the @ character must be “STI_SERVER”. The portion following the @ character represents the computer name or IP address of the server computer where STI Server is installed.

On the second line, the portion before the colon represents the computer name or IP address of the server computer where STI Server is installed. The portion following the colon represents the port number through which STI Director is accessed.

Note: The server name in the STSRVR.CFG file is case sensitive, and must match the server name in the CTSRVR.CFG file exactly.

Novell Note: For Novell versions of STI Server, the second line is omitted.

Novell Note: There may be instances where the automatic detection of the server name on Novell servers does not work correctly. Additional information can be found on page 27.

Note: There may be other instances where the automatic detection of the server name may be incorrect (e.g., if there are two network adapters installed on the server computer or the computer serves in a dual server capacity). If this is the case, it will be necessary to manually edit the STSRVR.CFG file.

CTSRVR.CFG

The CTSRVR.CFG file is an ASCII text file consisting of multiple lines. The following is an example of what the contents of a CTSRVR.CFG file looks like:

```

COMPATIBILITY      LARGE_CACHE
DAT_MEMORY         50
IDX_MEMORY         150
;DIAGNOSTICS      LOGON_COMM
SERVER_NAME       STI_SERVER
COMM_PROTOCOL     F_TCPIP
COMM_PROTOCOL     FSHAREMM
PAGE_SIZE         8192
DIAGNOSTICS       DYNDUMP_LOG
FILES             1000
COMPATIBILITY     TCPIP_CHECK_DEAD_CLIENTS
SYSLOG            CTSTATUS
SYSLOG            DYNAMIC_DUMP
SYSLOG            LOGFAIL_PURGE
ITIM_RETRY_DEFER  50
ITIM_RETRY_LIMIT  100
CTSTATUS_MASK     WARNING_FCRP_ERR
CTSTATUS_MASK     VDP_ERROR
LOG_SPACE         100
CONNECTIONS       1024
RECOVER_DETAILS   YES
;COMPATIBILITY    NLM_LONG_FILENAMES
;LOCAL_DIRECTORY  SYS:\TABS3\ (Novell server only)

```

The majority of these settings do not need to be modified, and will be sufficient for most firms. However, the following section describes those settings that can be modified for your installation. Comments regarding the various settings are provided in the default CTSRVR.CFG file, although they are not shown here. Additionally, detailed information about all settings in the CTSRVR.CFG file can be found in our Knowledge Base in [Article R11181](#) - “CTSRVR.CFG Configuration File” at www.support.Tabs3.com.

Note: Changes made to CTSRVR.CFG do not take affect until the next time STI Server is started.

COMPATIBILITY The LARGE_CACHE setting allows memory settings to be specified in megabytes as opposed to bytes. Therefore, when enabled, specifying 80 for DAT_MEMORY would indicate 80 megabytes of RAM. When not enabled, you would need to specify 80000000 to indicate 80 megabytes of RAM.

DAT_MEMORY The memory allocated to the data cache. This number is stated in megabytes when COMPATIBILITY LARGE_CACHE is enabled, otherwise it is stated in bytes.

Note: See the “Configuring Memory Allocation” section for details on changing this value (*page 42*).

IDX_MEMORY The memory allocated to the index cache. This number is stated in megabytes when COMPATIBILITY LARGE_CACHE is enabled, otherwise it is stated in bytes.

Note: See the “Configuring Memory Allocation” section for details on changing this value (*page 42*).

DIAGNOSTICS The DIAGNOSTICS LOGON_COMM setting allows additional diagnostic information to be shown in the Message Monitor window of the Desktop Interactive Program. Do not remove the DIAGNOSTICS DYNDUMP_LOG setting.

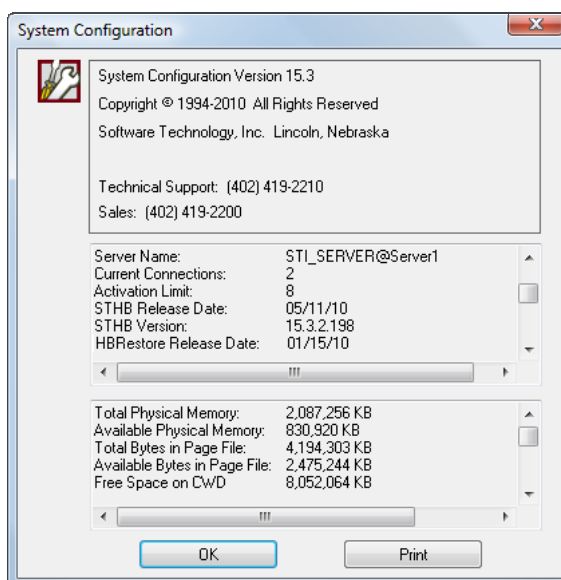


Fig. 6-2, Help | About window

SERVER_NAME The SERVER_NAME is STI_SERVER. This name must match the server name in the STSRVR.CFG file (*page 40*).

COMPATIBILITY The COMPATIBILITY NLM_LONG_FILENAMES setting is used only when STI Server is installed on a Novell Server. It allows STI Server to use OS/2 namespace support, provided OS/2 namespace support is enabled on the Novell Server.

LOCAL_DIRECTORY The LOCAL_DIRECTORY setting is used only when STI Server is installed on a Novell Server. This setting specifies the location of STI Server on the server computer, and is followed by the location of the STI Server software. The volume and directory must be specified. Do not use drive letters. The trailing backslash is required. Examples of this line might be:

```
LOCAL_DIRECTORY      SYS:\TABS3\
LOCAL_DIRECTORY      SYS3:\APPS\TABS3\
```

Configuring Memory Allocation

When STI Server is started, it reserves an amount of memory on the server computer specifically for data and index files. This memory is allocated to STI Server, thereby preventing it from being used by other applications running on the same server computer. The amount of memory reserved by STI Server is determined by the combined amounts of the DAT_MEMORY and IDX_MEMORY settings in the CTSRVR.CFG file.

Generally speaking, allocating more memory to STI Server will increase its performance. However, allocating too much memory to STI Server can negatively affect the overall server performance due to increased page file activity.

As a general rule of thumb, it is a good idea to configure STI Server to reserve approximately 20% of the server computer's total physical memory for data and index files. For example, if STI Server is running on a server computer with 1GB (i.e., 1024MB) of physical memory, you would want to configure STI Server to reserve 200MB memory (i.e., 20% of 1024 is roughly 200). Dividing this amount between the DAT_MEMORY and IDX_MEMORY settings with a 1 to 3 ratio results in 50MB for DAT_MEMORY and 150MB for IDX_MEMORY. You would set DAT_MEMORY to 50 and IDX_MEMORY to 150.

Note that this 20% figure is merely a suggested starting point from which to begin configuring memory allocation. Every server computer is different, with different hardware configurations, available resources, and applications running on them. You may need to further adjust these settings up or down to find a balance that

works for your firm. For example, allocating a combined 512MB on a 1GB RAM server is reasonable if no other RAM demanding applications are used.

The default DAT_MEMORY and IDX_MEMORY settings are set conservatively at 50MB and 150MB respectively. If you have 2GB or more of memory, you will want to increase the default settings.

Performance Optimization

Like most software, the performance of STI Server is largely affected by the hardware and network on which it is running. The following information provides general guidelines for improving the overall performance of the STI Server software.

Network Throughput

Network performance is important. Gigabit Ethernet connections at 1,000 megabits per second (Mbps) and Fast Ethernet connections at 100 Mbps will be faster than older 10 Mbps Ethernet connections.

I/O Caching

If the computer running STI Server has sufficient memory, increasing the DAT_MEMORY and IDX_MEMORY values will generally increase performance. In general, the larger the data and index cache sizes, the better the performance for heavy use situations. Additional details can be found in the previous “Configuring Memory Allocation” section (*page 42*).

Fastest Server

The performance of STI Server is almost entirely dependent on the host hardware. The faster the CPU and disk I/O subsystem and the more memory available, the faster STI Server performs. In the event that you have more than one computer that could act as the server, you can use the following information to determine which computer should host the STI Server software.

Fastest CPU

CPU speed is the dominant factor in determining performance. The faster the CPU, the better. Multi-threading capabilities allow STI Server to take advantage of multiple CPUs on the server. Multi-core processors are highly recommended. Accelerator technology will take full advantage of the greatest CPU power provided.

Fastest Disk I/O Subsystem

Disk speed is an important factor in determining performance. HotBackup in particular is very disk intensive. The use of a RAID disk system can increase performance. You may want your server equipped with a 15000 RPM or 10000 RPM hard drive.

Fastest and most Memory

Computer memory (i.e., RAM) is important. Although STI Server software will run on a server with as little as 512 MB of memory, we recommend a minimum of 2GB. Accelerator technology will also make use of additional memory. The more users and the larger your data set, the more memory you should have. Additionally, if other server software is also being used (e.g., Microsoft Exchange, GroupWise, document management software, etc.), you should allow for more memory. Be sure to evaluate the memory settings in the CTSRVR.CFG file to reflect available memory. Having 2GB or more of memory available improves performance when HotBackups are made while other users are using the software.

Versions 15 and 14.3 STI Server vs. Earlier Versions

With previous versions of CSV software (i.e., Version 14.1 and earlier), it is important to note that more memory, more CPU power, and faster hard drives could only improve performance up to a particular limit. However, with the new HotBackup, Accelerator, Auto-Recovery, and Transaction Processing features, the more CPU power, the more memory, and the faster hard drive, the better. STI Server will take full advantage of the increased hardware resources available. Bottom line, you will want to use the best server resources available to achieve optimal performance.

ODBC Driver

When using an ODBC driver with STI Server and the Tabs3 and PracticeMaster Client Server Version software, there are several settings that must be altered in the ODBC Configuration. Complete details regarding these settings can be found in our Knowledge Base in Article [R10017](#) - "Working with ODBC" at www.support.Tabs3.com.

Tabs3 and PracticeMaster Premier File Paths

When using the Tabs3 Create Validation Files, PracticeMaster Premier Check Out Briefcase, or PracticeMaster Premier Check In Briefcase programs with the STI Server, paths are now relative to the server whereas before they were relative to the client. Complete details regarding how the change affects the above three programs can be found in the "How STI Server Treats Paths" section of the STI Server manual (*page 10*).

Chapter 7

Uninstalling STI Server

This chapter discusses how to uninstall STI Server, and how to revert from the Client Server Version of Tabs3 and PracticeMaster software to the standard multi-user software.

Uninstalling STI Server

Use the following procedure to uninstall the STI Server software. If you will be reverting to the standard multi-user software, follow the additional steps listed in the “Reverting to Standard Software” section.

Note: Uninstalling Tabs3 and PracticeMaster software, including STI Server, does not delete any data files.

► To uninstall the STI Server software

1. From the Control Panel, select **Add/Remove Programs**.
2. Select **Tabs3/PracticeMaster Programs**.
3. Follow the on-screen instructions until a window is displayed similar to the one shown in Fig. 7-1.

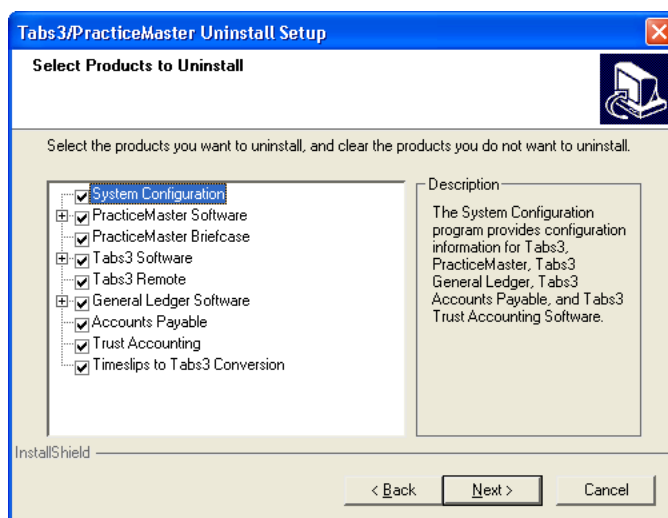


Fig. 7-1, Uninstall window

4. Select the **System Configuration** option, as well as all other options.
5. Click **Next** and follow the remainder of the on-screen instructions.

Additional information regarding uninstalling the Client Server Version of the Tabs3 and PracticeMaster software can be found in our Knowledge Base in Article [R11240](#) - “Uninstalling Version 15 Software” at www.support.Tabs3.com.

Reverting to Standard Software

If you need to revert from the Client Server Version (CSV) of Tabs3 and PracticeMaster software to the standard multi-user software, please contact our Technical Support Department at: (402) 419-2210.

Moving the Software to Another Server

In certain situations, you may decide to move all Tabs3 and PracticeMaster software applications, including STI Server, from one server to another. This usually occurs if you purchase a new server computer, want to utilize a better-performing server, or decide to change the server's operating system (i.e., from Novell to Windows).

Complete details regarding this procedure can be found in our Knowledge Base in Article [R11227](#) - "Moving CSV Software from One Computer to Another" at:

www.support.Tabs3.com

Note: Keep in mind that there are separate versions of STI Server for Windows and Novell platforms. If the server's operating system will be changing from Novell to Windows or vice versa, a different version of the STI Server is required. Please contact our Sales Department at (402) 419-2200 to receive a new version of the STI Server.

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