



Help - apparent slowness in Loadmaster

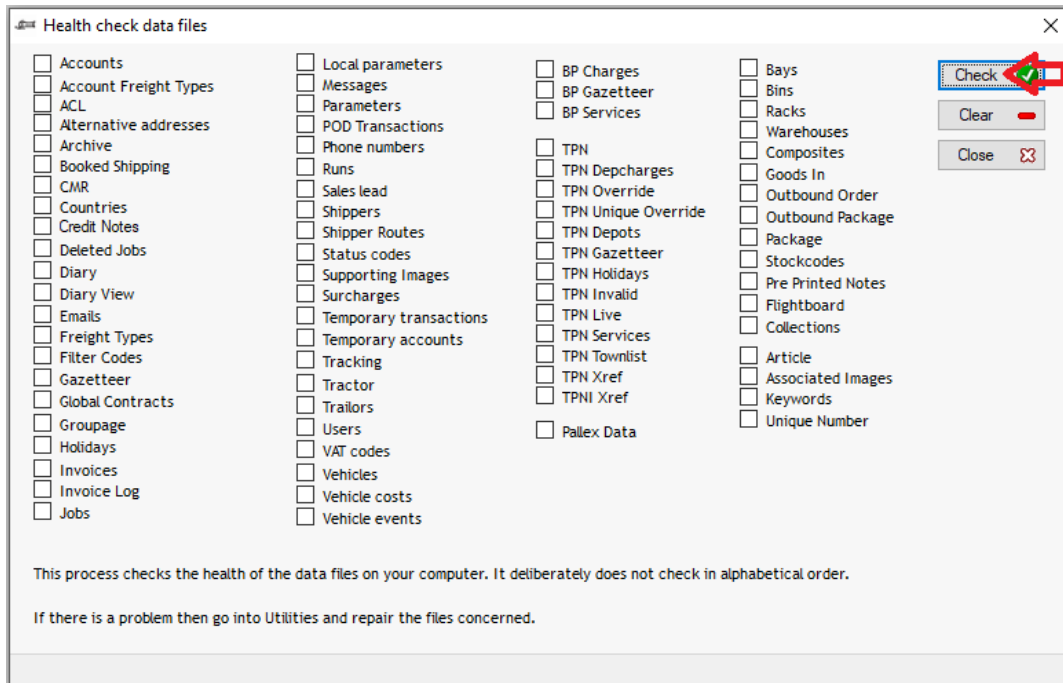
The speed of the program is only limited by things like the speed of the computer being used and the access speed of the data files on the network. The number of simultaneous users is not normally an issue, nor is the amount of actual data.

If you are using Windows 10 and you are the only user affected then it is suggested that you simply power down the computer and restart it. Slowness is often a sign of a Windows update that is waiting for a restart. Common signs can be a very slow response, a lack of network connection or programs getting a 'this program is not responding' message. A quick restart often allows Windows to finish pending updates, characterised by a revolving circle with a percentage update message.

If this is not the case it is suggested that you go into Utilities then Data File Utilities and run the Healthcheck option.



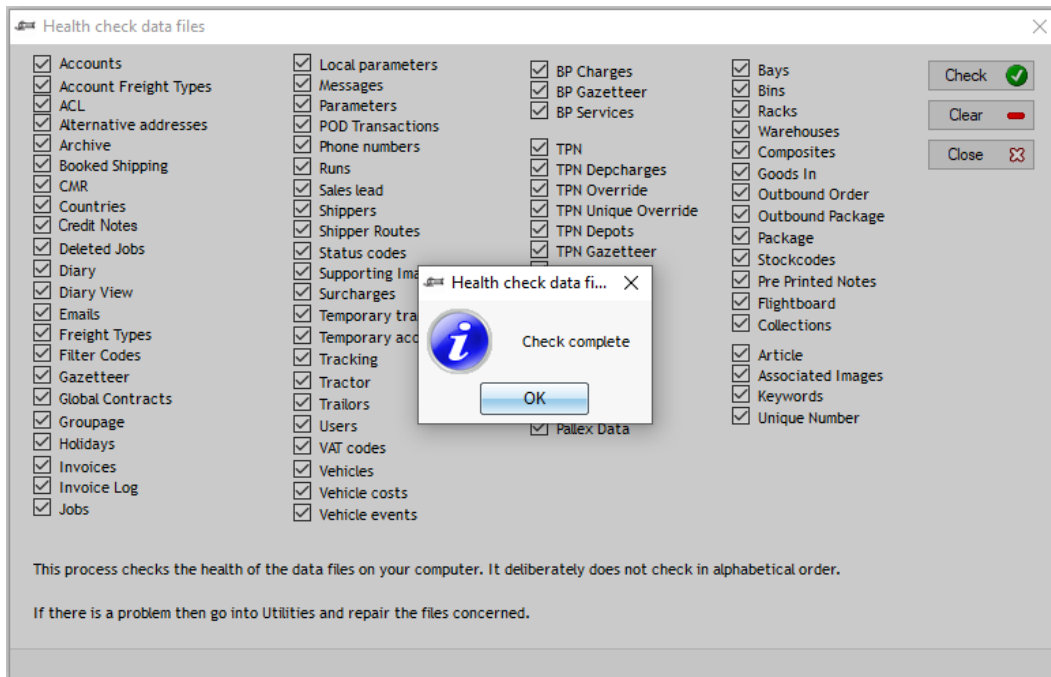
This will bring up a new screen. There is no need to tick any files on the new screen. All are selected by default anyway.



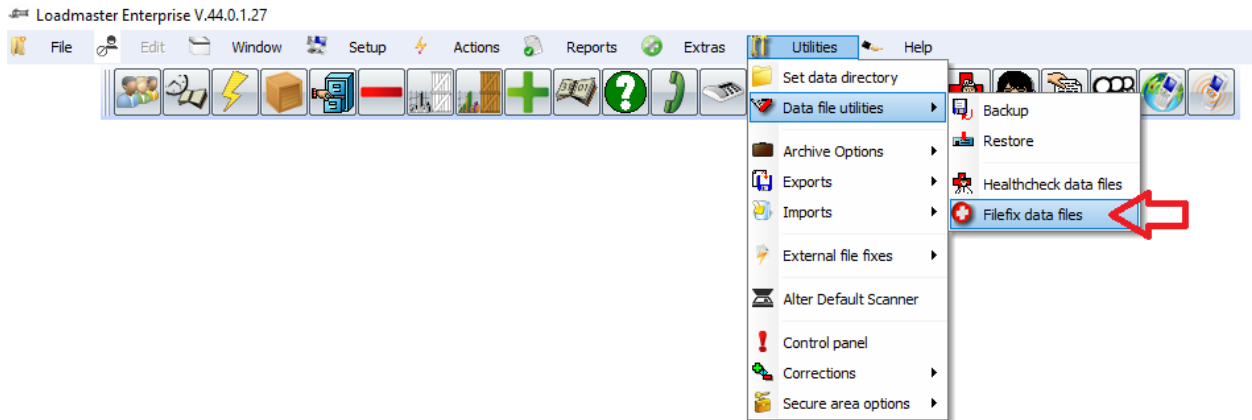
Just click on the 'Check' button and let it run. Please note that it deliberately does not run in alphabetical order and you may find that some files take more time than others.

Make a note of any files it reports as having issues.

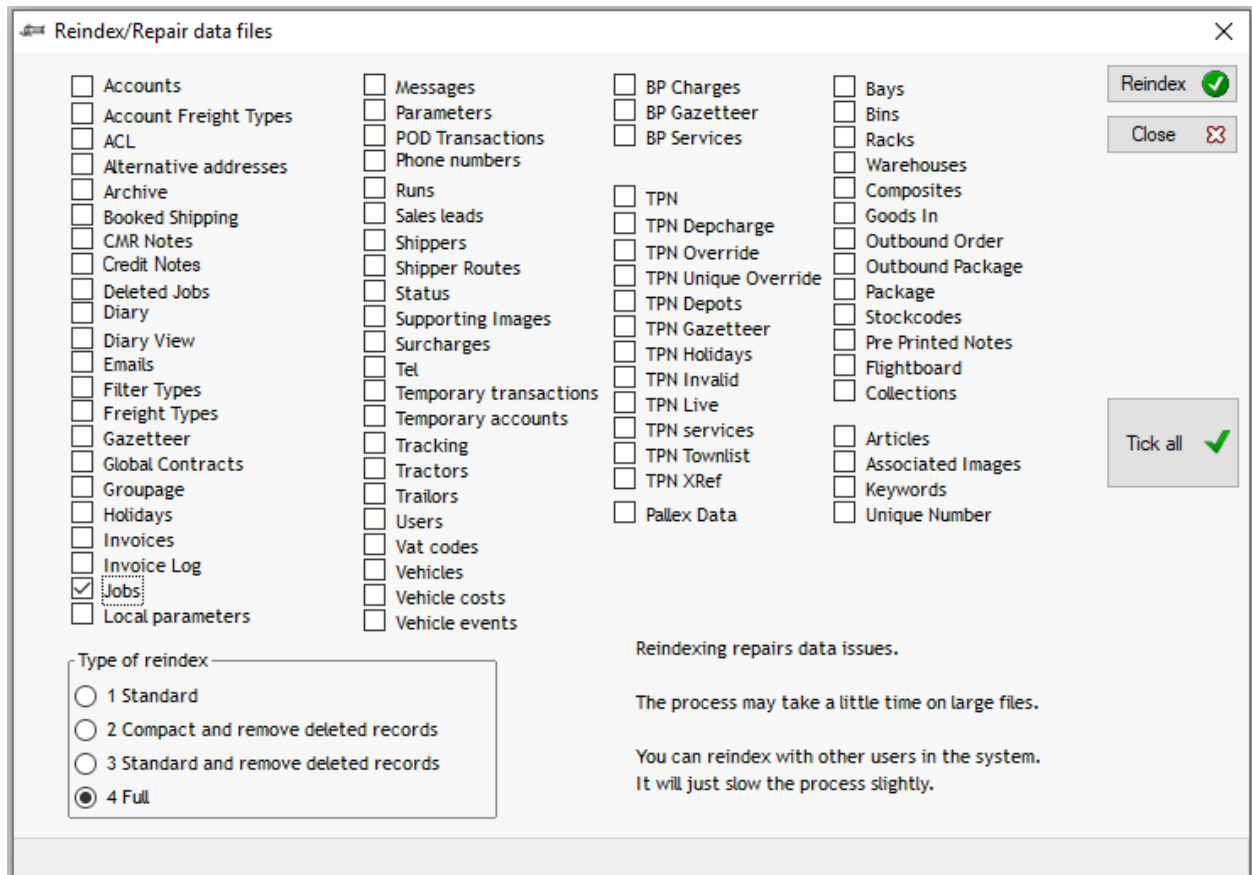
Just let this run. It may take a little time if you have a large amount of data. At the end you will get a message to say it has finished.



If you did get any files that were reported as having an issue then take this option.

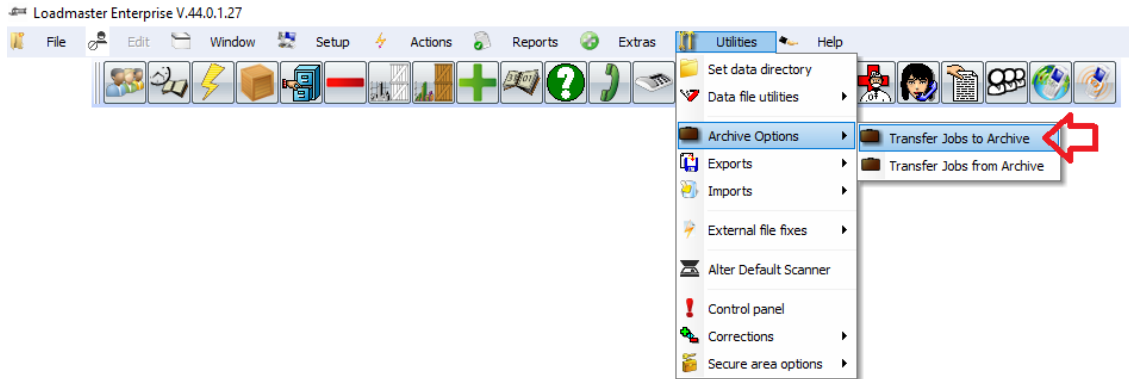


You will then be asked to tick the files that were advised as having issues. Here I have ticked the JOBS file.



Then just click on the Reindex button. Leave the type of reindex unless told otherwise. Now let it run. It will advise when it has finished.

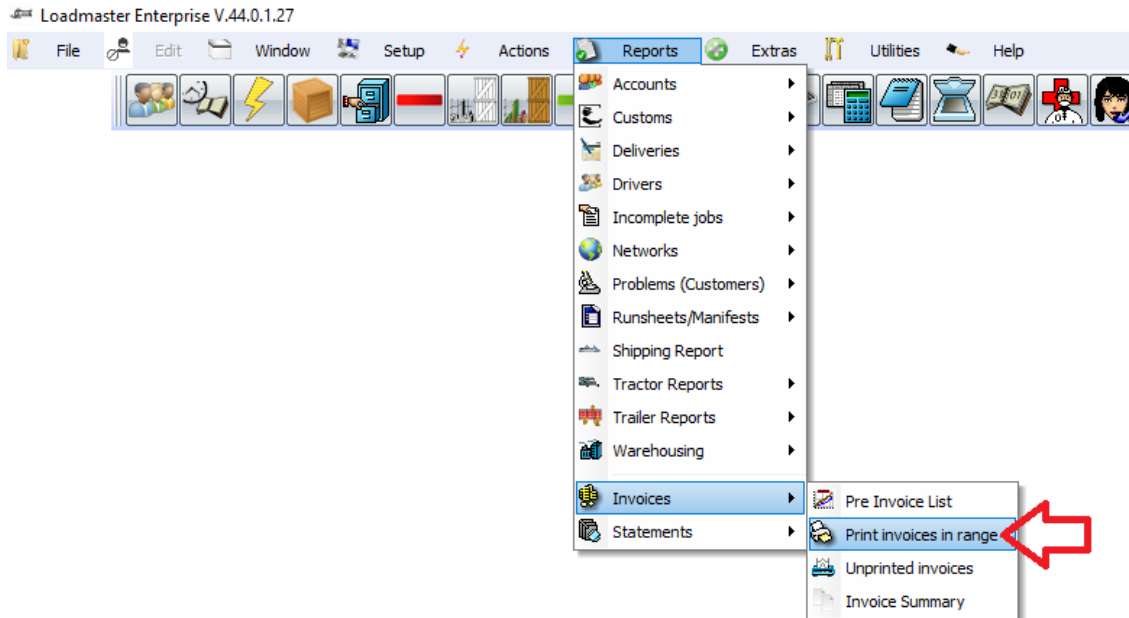
If you believe that the problem is due to the amount of data in the JOBS file then you can archive the old data into the Jobs Archive file. This is simply an option on the Utilities menu.



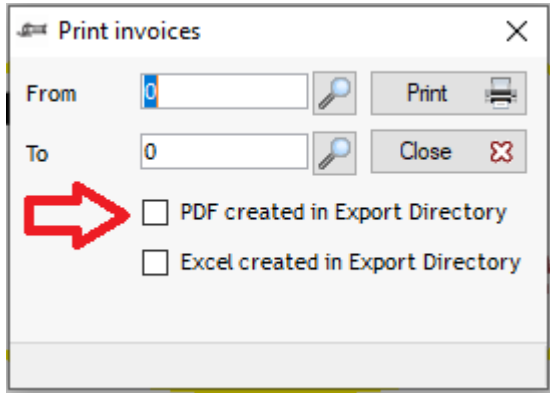
It is recommended that you always leave a full year of data on the system as often queries relate to this period and it is simply easier to locate and query.

We also recommend that you create PDF versions of ALL your invoices prior to archiving.

You do this through this option -

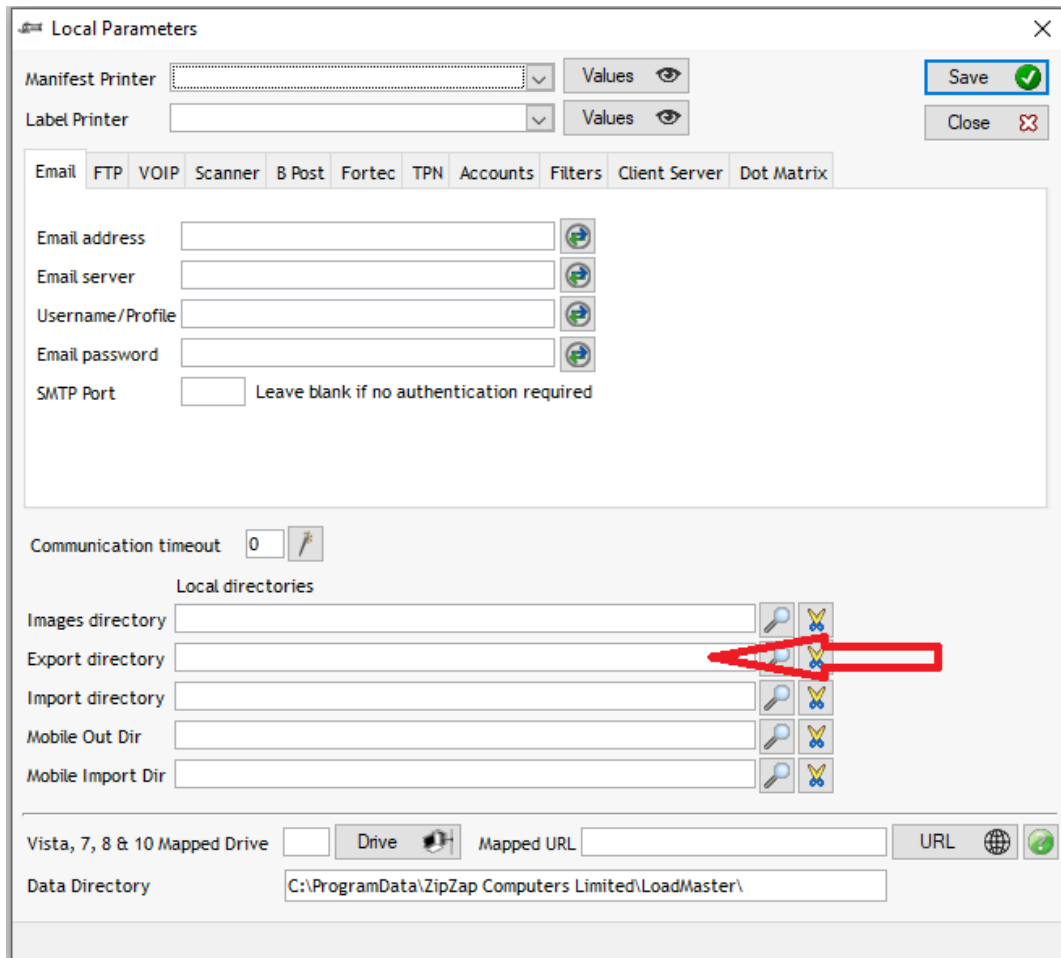


This gives -



Enter the invoice range and tick 'PDF created in Export Directory'.

The Export Directory is set in Local Parameters here -



The export directory must be any valid one that can be written to. You can create one called, say TEMP on the local C: drive. This is fine.

Note

Once you have move JOBS into Archive then if you try to reprint old invoices then they may have less information on them, such as the town missing etc. This is because some of that information was in the JOBS file and that is now in the ARCHIVE file.

If you ever want to go back to data at an exact point in time then it is worth keeping a full sequence of backups.