**Problem with corrupted indexes and occasional data loss**

**SMB1/SMB2 Problem with file shares (eg. LibCode – CMEPlus)**

Possible Data Corruption with SMB2 Network Redirector under Windows Vista and Higher
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**Indicators that there is a problem:**

* Run the file REGCHECK.EXE (distributed with LibCode 7) on the workstation (MUST be run from the shared folder on the server...and be run on the workstation being tested – ie. Run P:\CMEPlus\REGCHECK.EXE while sitting at the workstation)
* Users may report occasional record loss or duplicate loans displayed in Circulation screen

**The cause of the problem:**

The network redirector that ships with Windows Vista and higher uses the SMB2 file-sharing protocol, by default. Windows XP and lower used the older SMB file-sharing protocol. There are some bugs in the SMB2 network redirector in Windows Vista or higher that may affect the reliability of database operations in a file-sharing network environment where shared databases are being accessed directly by multiple users on multiple workstations.

**The following hot fixes are available to fix these bugs:**
[KB2028965: Data corruption when multiple users perform read and write operations to a shared file in the SMB2 environment](http://support.microsoft.com/kb/2028965)

[KB2618096: Data corruption when one user on a computer that is running Windows 7 or Windows Server 2008 R2 updates a shared file that is open on multiple computers by using SMB Version 2](http://support.microsoft.com/kb/2618096)

[KB2646563: SMB2 directory cache is not updated correctly if a file is deleted in Windows 7 or in Windows Server 2008 R2](http://support.microsoft.com/kb/2646563)

**The following Work Around is available to prevent problems:**

Modify the Registry of the workstations that EDIT the data... (Circulation & Data Entry workstations)

\*\*\* Copy the text between the ---- lines below into a text file and then save as a SMB1-2FIX.REG file. You can then run that .REG file as Administrator on any workstation to make the necessary changes. No reboot should be necessary and the change works for all users.
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Windows Registry Editor Version 5.00

[HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\services\LanmanWorkstation\Parameters]

"FileInfoCacheLifetime"=dword:00000000

"FileNotFoundCacheLifetime"=dword:00000000

"DirectoryCacheLifetime"=dword:00000000
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