

Re: Network intermittently dropping the connection to shared files on server
after the clients get disconnected (before they reconnect).

Any other ideas?

Jon

"Monkeymagic25" <dominicb@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in
message
news:1170938010.555310.232390@xx

On 8 Feb, 12:04, "Jon Lewis"
<jon.lewis<nospam>@btinternet.com>
wrote:

Hi

We have a small network < 5 clients
connected to a new Dell
PowerEdge server
with integrated Broadcom NetXtreme (not
NetXtreme II) NIC running
SBS 2003.

The previous server was a Dell running
SBS2000. Apart from
replacing the server, the topology of the
network is exactly the
same as it was previously.

Two shared files on the server are accessed
often by client
applications. An Access mdb file and a
QuickBooks data file. There
have been no previous
problems with these files but since the new
server has been
installed, intermittently, the client apps
report that the
connections to the files are
lost. This happens on more than one w/s and
with both client apps
at the same time so clearly the problem is at
the server. The
connections can be
restored immediately by restarting the apps
so the problem appears
to be a
momentary lost of connectivity. This is the
only manifestation of
the problem that I am aware but there may
be more.

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I'm aware that there is an issue with a certain model of Broadcom integrated NIC used by Dell but they are adamant that it's not the NetXtreme.

Having said that, Dell have replaced the NIC (and motherboard) but the problem persists. We've also run various Dell diagnostic tools which cast no light on the situation.

Other than installing a separate NIC (which Dell won't do) has anyone any ideas to diagnose or solve the problem

TIA

Do you know if VSS is turned on on the drive that hosts the shares???

If it is, turn it off, or change the snapshot time (right click on drive in my computer and select 'show copies tab), and see if that helps. If there is no consistency to it there could potentially be loads of things to check, including the patch cables in your switch, or the ports on the switch. Is it only specific users? located in specific office? is it certain times of day?

If you can give more info, then may be able to help more.

Dominic