

## Crashes or instability can be caused by third-party services locking Lاسernet files

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# Lاسernet

Connection to the Lاسernet database and to temporary files which are locked by third-party services can be blocked causing crashes and/or instability.

To resolve this issue, we recommend that users ensure that no third-party services are monitoring the Lاسernet runtime folders. Either disable these services altogether or add a Lاسernet runtime folder to the 'ignore lists' of these services.

Software monitoring changes on drives will start working on files if changed by Lاسernet and locks the file whilst in the process. Lاسernet needs exclusive access to its runtime folder.

### The services are:

- Anti-virus software
- Windows Indexing Service
- Backup software

To define the Lاسernet runtime folder, follow these steps:

1. Click **Server** in the Tools Menu, right-click your server in the Workspace and select **Edit**.

The *Server Properties* window is displayed.

2. Click the **General** tab and the directory is located at the bottom of the window.

