



How YOU can improve the reliability and speed of your ExitCare software

We are constantly working to improve the reliability and speed of ExitCare, and this new version is no exception. We work hard to ship quality software, and we expect that you will find ExitCare MS SQL 7.x to be robust and reliable.

No matter how well we write and test our software, some things are beyond our control. If ExitCare crashes, often the cause is something outside of the ExitCare software itself. The most common errors that we have seen that occur in both ExitCare and the ExitCare MQI Importer (an optional feature) are caused by backup software or antivirus software that lock the ExitCare files while the ExitCare program tries to use them. While most anti-virus and anti-spyware software is made to work well with MS-SQL, such programs are being updated to be more aggressive and still often cause various problems with applications and networks.

Backups

For ExitCare 7.x, we recommend you use a backup solution that supports live backups on the MS SQL ExitCare server. Solutions that support live backup will not lock the files, and will not cause ExitCare to crash for that reason. If you cannot use a live backup solution, you will need to schedule backups for a time when no users will be logged into ExitCare, or notify users of possible issues for the time the backups are scheduled. Native MS SQL backup option is best performed during non-peak times to prevent a slower user experience. **If your backup solution locks the ExitCare files while a workstation attempts to use them, ExitCare will crash.**

MS-SQL

For MS Vista and MS Windows 2000 machines the 2005 SQL Native Client is a required download and install. Installing 2005 Native Client is also recommended for Windows XP reliability.

These simple measures can greatly improve the speed and reliability of your ExitCare software. Please let us know if you have any questions. You can reach our technical support department by phone at (800) 694-6669, option 2 or by email at support@exitcare.com.