

# Performance issues on a standalone or network

## Products

Sage 50—U.S. Edition

## Description

- Performance issues on a network.
- Performance issues on standalone installation.
- Sage 50—U.S. Edition is slow.
- Sage locks up frequently, but eventually recovers on its own.
- Can the system be too small for the program?
- Software is slow on my system when I connect over a network.

## Disclaimer

### Support

Sage Customer Support does not provide assistance for issues related to third party products or enhancements, hardware, report customizations, state or federal tax-related questions, or specific accounting questions. Please contact your Sage business partner, network administrator, or accountant for assistance. Please review this document for additional information on the scope of Sage Customer Support Services.

## Cause

- Pervasive is running as a pre-load or is damaged and needs to be reinstalled
- Permission settings over the network are preventing Sage 50 from running with full control
- Slow network speed
- Data size is over the recommended size for optimal system performance

## Resolution

### Section I: Uninstall and reinstall Pervasive

Follow Article ID 11814: "How to completely remove and reinstall Pervasive" in the Related resources section.

### Section II: Sharing permissions & security

1. If the shared data folder's permissions and/or security have not been set properly, it can cause slowness, refer to Article ID 10211 "Verify my data file permissions are correctly set" in Related resources.
2. Make sure that the network drive at each workstation is mapped directly to the shared folder and not a sub-folder (for example, Sage 50 is shared, but the drive is mapped to Company); if it is, disconnect and remap the drive.

### Section III: Sage company size

- The size of a Sage company directly affects program performance; large databases can result in longer load times for the program.
- To check a company's size, select **Help, Customer Support & Service**, and then **File Statistics**.
- Large companies should be purged to remove old transactions/inactive records and decrease the company size, refer to Article ID 11379 "When should I purge my data?" in Related resources.

### Section IV: User Account Control (UAC)

- In Windows Vista, 7, 8, 8.1, and 10; UAC can cause slowness by not allowing Sage to properly access the shared data files and/or program files.
- See Article ID 10198: "How to disable User Account Control (UAC)" in Related resources.

### Section V: IPv6

- If using Windows Vista, 7, 8, 8.1, or 10; disabling IPv6 will significantly improve Sage's performance.
- See Article ID 10833: "How to disable Internet Protocol version 6 (IPv6)" in Related resources.

**Note:** Some newer versions of Microsoft Exchange are dependent upon IPv6 to operate properly. It will prohibit them from running in Services.

### Section VI: Anti-virus and firewall software

- See Article ID 10903: "Files to allow through firewall and anti virus" in Related resources.
- Contact your IT professional or your security software's manufacturer for instructions on configuring the exceptions list.

### Section VII: Network connection

- Sage is not supported on wireless networks. Use on a wireless network can result in performance and/or data integrity issues. It is strongly recommended to use a hard-wired connection with the program.
- Verify the server and workstation(s) are on the same domain or workgroup.
- Verify the server can ping the workstation by name and receive a response from the correct IP address and that the workstation can ping the server by name, follow Article ID 14377: "How do I ping the server from a workstation or vice versa?" in Related resources.
- Check the network speed; follow Article ID 52842: "How to check network speed" in Related resources.
- Network-related issues can be confirmed by changing one of the workstations to a local data path and opening a sample company. If the performance issues

desist after bringing the data to the local machine, contact an IT professional to troubleshoot across the network, refer to Article ID 10150: "How to change a workstation into a standalone temporarily after a server failure" in Related resources.

- Verify there are no bad or faulty network cables or network cards in the environment. Replace any damaged equipment.
- If the computer experiencing performance issues has dual network interfaces (active wireless and wired network connections), disable the unused interface.
- Consult with your IT professional to diagnose and repair network latency.

### Section VIII: Memory & processor speed

1. Make sure each computer meets at least the minimum processor and RAM requirements for Sage, refer to "System Requirements: Sage 50—U.S. Edition [Version]" in the Related resources.
2. At the server, you should increase your amount of RAM in correspondence with the number of workstations accessing Sage; a good rule of thumb is to have 2GB of RAM per workstation.
3. More memory/processor speed will also be required if working in multiple companies at once.
4. Check Sage's performance at the server; if the server is slow, every workstation will also be slow.
5. Verify the processor and memory resources have not been artificially limited by pressing **Windows+R keys**, type **msconfig**, and then click **OK**.  
**Note:** If prompted to allow the program to make changes, select **Yes**.
6. Select **Boot** tab.
7. Select **Advanced options**.
8. If either **Number of processors** or **Maximum memory** are selected, clear them.
9. Select **OK**.
10. Select **OK** again.
11. Restart **computer**.

### Section IX: Hard Drive space and virtual memory

- Each PC's hard drive should have a minimum of 1 GB or three times the company database size, whichever is larger, of free space.
- Running Windows' Disk Cleanup and Defragmenter utilities at each PC will optimize free disk space.
- Each computer's virtual memory should be set so it at least matches the amount of RAM on the machine.
- As with RAM, the more virtual memory a computer has, the better it will run.
- Follow the link in Additional information for instructions on checking and changing the amount of virtual memory.

### Section X: Background applications

1. Other programs and background applications running at the same time as Sage may cause slow performance.
2. Try rebooting your computers into Selective Startup to verify if background programs are affecting Sage's performance, follow Article ID 12735: "How to boot into selective startup?" in Related resources.
3. If performance improves after doing so, start re-enabling services and startup items one at a time until the one causing the issue is found.

### Section XI: Data entry

The following changes can improve performance but are not always necessary. It is best to make a few changes and then work in Sage to test the results.

- **Change Global Options**

1. Select **Options**, and then **Global**.
2. Select **General** tab.
3. Check one or more options under **Improve Performance**.
4. Clear **Smart Data Entry**.
5. Select **OK**.

**Note:** When entering transactions, use unique reference (invoice, check, etc.) numbers.

- **Change Action Items settings**

1. Select **Tasks, Action Items**.
2. Select **Options**, and then **Transactions** tab.
3. Clear each **Create Event** option.
4. Select **Start Up** tab.
5. Clear **Display Action Items each time a new company is opened**.
6. Select **OK**, and then **Close**.

## **Section XII: Compatibility settings**

1. Right-click **Sage Icon**, and then select **Properties**.
2. Select **Compatibility** tab.
3. If **Run this program in compatibility mode for** is selected, clear it.  
**Note:** If the check box is grayed out, just continue to the next step.
4. Select **Change settings for all users**.
5. If **Run this program in compatibility mode for** is selected, clear it.
6. Select **Run this program as an administrator**.
7. Select **Apply**.
8. Select **OK**.

## **Section XIII: Microsoft .NET issues**

- See Article ID 31276: "How do I check for Microsoft Framework .NET Errors using Sage Advisor Diagnostic Tool?" in the Related resources section.
- Contact an IT professional or Microsoft support for assistance installing/reinstalling Microsoft .NET 4.0.
- If using Windows 8, Microsoft .NET 4.5 is built into the operating system, so instead of reinstalling it, disable it, reboot, and then re-enable it.

## **Section XIV: User does not have correct access**

Each user in the network needs either Administrator or Power User access.

## **Section XV: Over sized form (.FRM) file(s)**

1. Check the Forms and individual company directories, sorting the files in the directory by size.
2. Any large forms can be moved out of the Forms and individual company directories.
3. If these are custom form files, they can be re-customized.
4. Verify the program is more responsive.

## Section XVI: Uninstall and reinstall Sage

1. Follow Article ID 74068: "How do I uninstall the program?" in the Related resources section.
2. Reinstall Sage, refer to "Sage 50 [Version] Installation Instructions" in the Related resources section.

### Need help?

Chat with support ([https://chat.na.sage.com/sdcxuser/rrn/issue\\_new.asp?Kernel::Kernel::sik\\_iss\\_type=ec7ecb20-40f2-43f5-9d0d-9d128ac9423b&enforceRequestType=yes&lf=kbarticle&qd=Sage%2050%20US%20Support](https://chat.na.sage.com/sdcxuser/rrn/issue_new.asp?Kernel::Kernel::sik_iss_type=ec7ecb20-40f2-43f5-9d0d-9d128ac9423b&enforceRequestType=yes&lf=kbarticle&qd=Sage%2050%20US%20Support))

## Related resources

Files to allow through firewall and antivirus  
How do I check for Microsoft Framework .NET Errors using Sage Advisor Diagnostic Tool?  
How do I ping the server from a workstation or vice versa?  
How do I uninstall the program?  
How to boot into selective startup?  
How to change a workstation into a standalone temporarily after a server failure  
How to check network speed  
How to completely remove and reinstall Pervasive  
How to disable Internet Protocol version 6 (IPv6)  
How to disable User Account Control (UAC)  
Sage 50—U.S. Edition 2018 Installation Instructions  
Sage 50—U.S. Edition Versions 2017 and newer Installation Instructions  
System Requirements: Sage 50—U.S. Edition 2017  
System Requirements: Sage 50—U.S. Edition 2018  
Verify my data file permissions are correctly set  
When should I purge my data?

## Additional information

<http://windows.microsoft.com/en-us/windows/change-virtual-memory-size#1TC=windows-7> (<http://windows.microsoft.com/en-us/windows/change-virtual-memory-size#1TC=windows-7>)

## Category

Network, connectivity  
Performance

## Entitlement

Open

**ID:**10736 **Last modified:**11-21-2017