

S-037242 - DNS Host Name Resolution

Enterprise PDM clients are normally set up to communicate with the Archive Server and SQL server using their system (host) names. These system names are resolved to IP addresses, and if this name lookup fails or is slow it can cause the following:

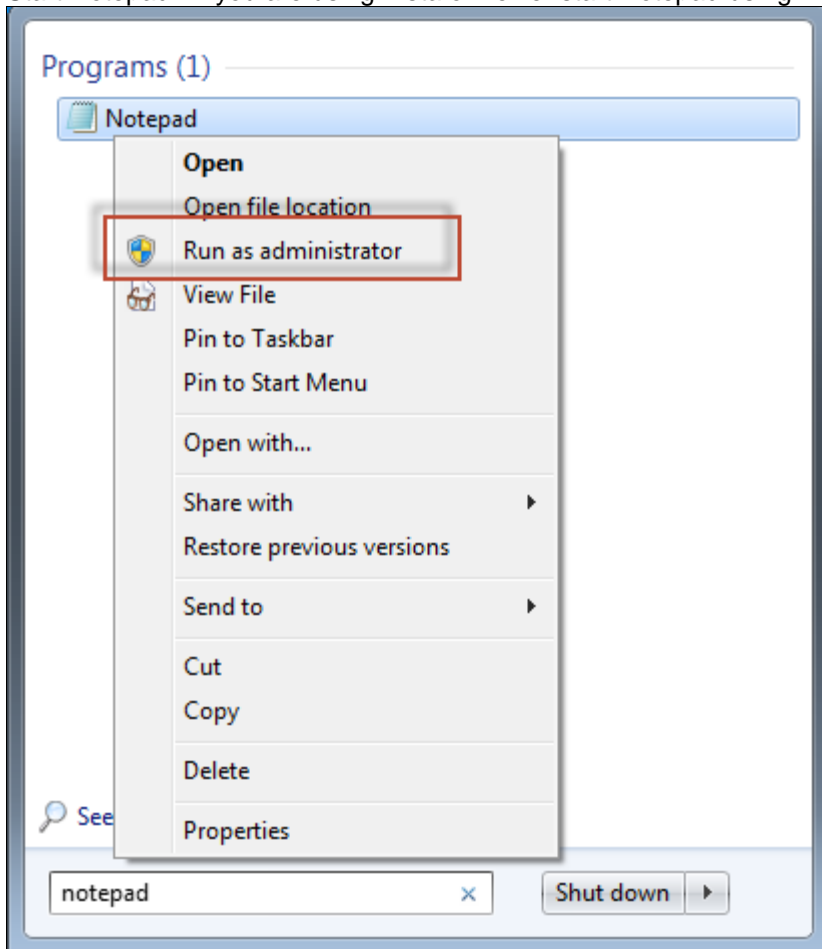
- Clients cannot find the servers at all and fails logging into the vault (common problem when using subnets or WAN configurations or when working over VPN).
- Overall performance using Enterprise PDM features is slow (logging in, browsing, adding files etc.).
- Replication between servers fails.

To ensure optimal performance:

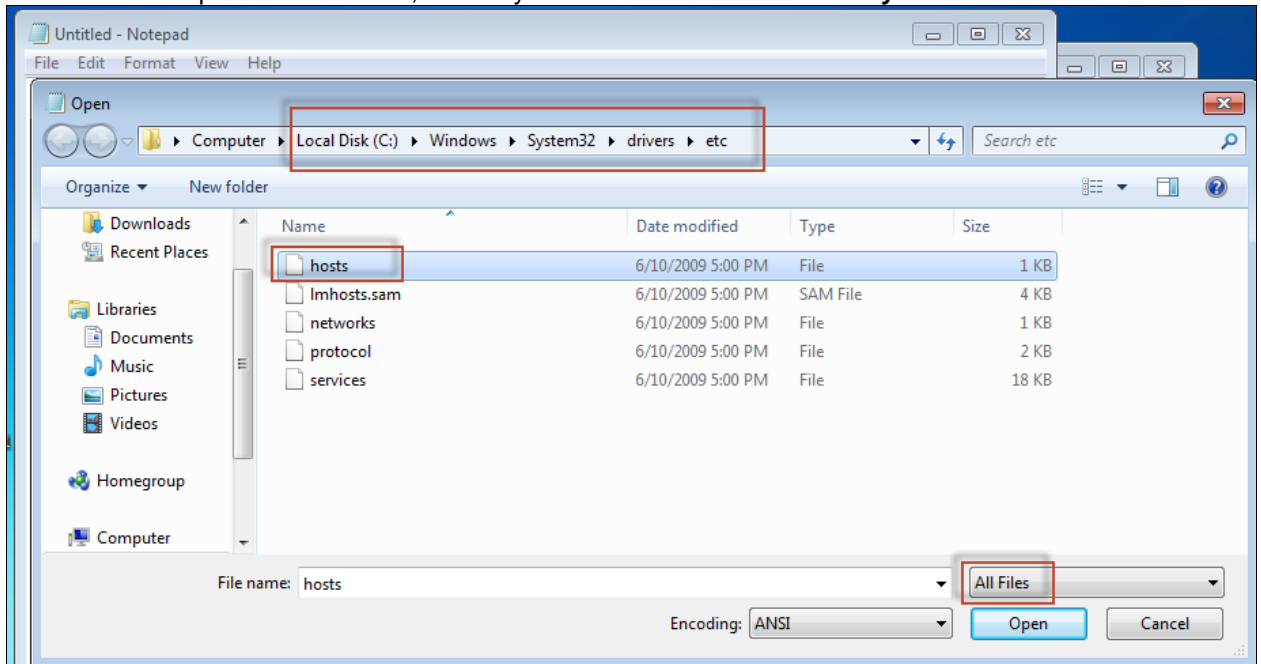
A – Make sure the DNS server configuration is set up to resolve names correctly and efficiently.

B – If the DNS servers cannot be configured or performance is still lacking, you should update the local **Hosts** file with the correct server name/IP address (*the Hosts file will be queried for server address directly instead of waiting for DNS name resolve*):

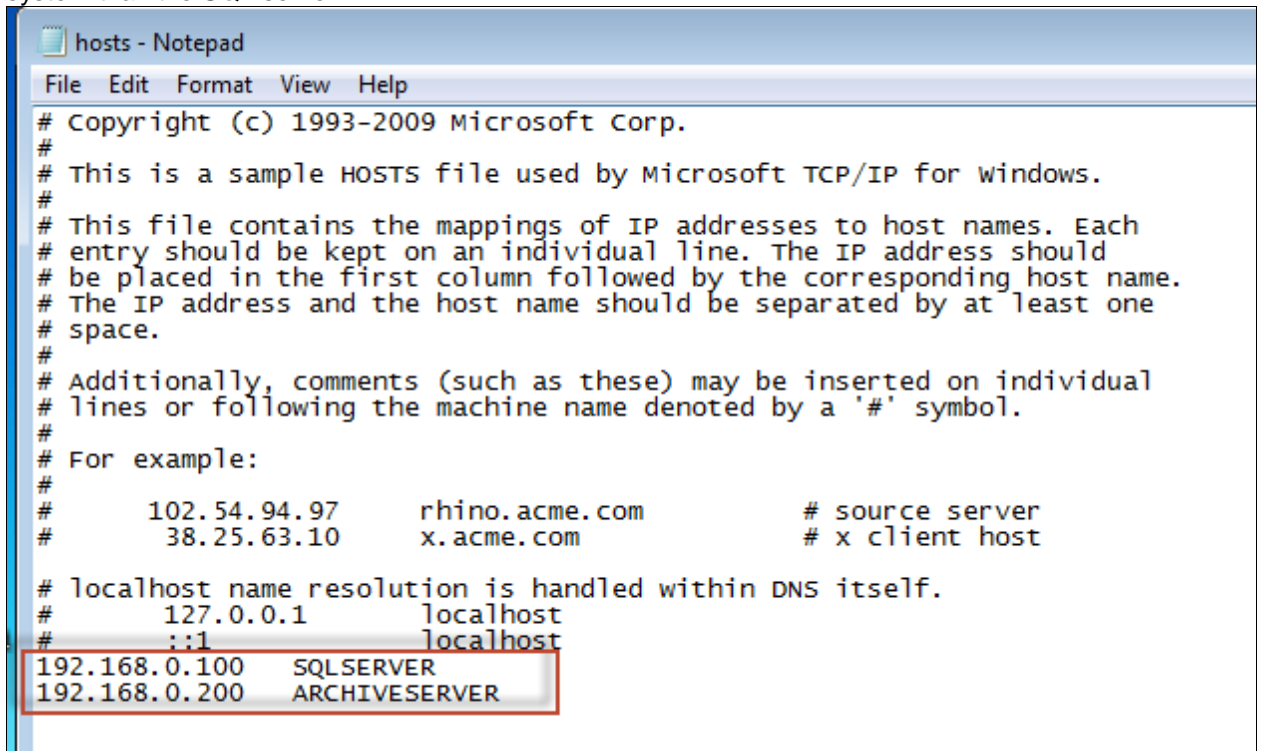
1. Start Notepad. If you are using Vista or newer start Notepad using “Run as administrator”.



- Browse to and open the **Hosts** file, normally located under **C:\Windows\System32\Drivers\Etc**.



- Add a new line and enter the SQL server IP address followed by a tab space and the server system (host) name. Add another row with the archive server IP and system (host) name if it is a different system than the SQL server.



- Save and close the Hosts file.

The following Microsoft KB article (172218) describes these issues in more detail:
<http://support.microsoft.com/default.aspx?scid=kb;EN-US;172218>