

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	y Vista or newer sta	irt Notepad using "Ri	un as administrator"
----	----------------	------------------	----------------------	-----------------------	----------------------

Programs (1)								
	Notepad							
		Open						
17		Open file location						
	0	Run as administrator						
	😸 View File							
		Pin to Taskbar						
		Pin to Start Menu						
		Open with						
		Share with	•					
		Restore previous versions						
		Send to	×					
		Cut						
		Сору						
		Delete						
₽ See		Properties						
notepad × Shut down +								



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

Untitled - Notepad File Edit Format View	Help				2	3
Open Organize ▼ New for	uter → Local Disk (C:) → Window	s > System32 > drivers > etc		▼ 49 Search etc	:::	<u>ح</u> م ا
Downloads	^ Name	Date modified	Туре	Size		
📜 Libraries 📑 Documents	 hosts Imhosts.sam networks protocol services 	6/10/2009 5:00 PM 6/10/2009 5:00 PM 6/10/2009 5:00 PM 6/10/2009 5:00 PM 6/10/2009 5:00 PM	File SAM File File File File	1 KB 4 KB 1 KB 2 KB 18 KB		
Normegroup						
File	e name: hosts	Encoding: AN	SI	All Files Open	Car	▼ ncel

3. 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.

```
hosts - Notepad
File Edit Format View Help
# Copyright (c) 1993-2009 Microsoft Corp.
#
  This is a sample HOSTS file used by Microsoft TCP/IP for Windows.
#
# This file contains the mappings of IP addresses to host names. Each
# entry should be kept on an individual line. The IP address should
# be placed in the first column followed by the corresponding host name.
# The IP address and the host name should be separated by at least one
#
  space.
  Additionally, comments (such as these) may be inserted on individual
#
#
  lines or following the machine name denoted by a '#' symbol.
#
  For example:
#
#
         102.54.94.97
                                 rhino.acme.com
                                                                    # source server
#
           38.25.63.10
                                  x.acme.com
                                                                    # x client host
  localhost name resolution is handled within DNS itself.
                                  localhost
#
           127.0.0.1
           ::1
                                  <u>localhost</u>
192.168.0.100
                      SQLSERVER
192.168.0.200
                      ARCHIVESERVER
```

4. Save and close the Hosts file.

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