



## Fixing a Max File Locks Issue

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## Synopsis

When Privia is installed on a system the local or “Thick” client uses the local Database heavily to reduce the burden on transactions in progress. This translates to a great gain in performance for users. One situation that we have run in to is that this large amount of transactions can sometimes outpace the system’s ability to make transactions which may cause transactions to fail. This situation usually occurs in one of two scenarios:

- 1) Synchronization of a large amount of tables
- 2) Mass downloads of large tables

There is a mechanism within Windows that is meant to control these transactions but it is hidden within the local registry. This Tech Note explains how to modify the registry so that you will not run into this issue when making large table transactions.

## Requirements

You must have access to the local registry on your computer. If you do not know whether you have access to your registry please contact an IT Representative from your Organization.

Please note that making changes to your registry is a dangerous operation. The steps that will follow have been thoroughly tested but we recommend that you make a backup of your registry before proceeding

## Making a Registry Backup

- 1) Locate a safe location on your Computer to store the Backup
- 2) Open the Windows Start Menu
- 3) In the text box type “regedit” without quotes, click the Enter button
- 4) Right click on Computer at the top of the resulting window, select Export
- 5) Navigate to the Safe location from earlier and Save the backup in that location
- 6) Your backup has been created

## Modifying the Registry

The following steps will enable you to edit the registry entry which will resolve the issue. In the steps you will notice that we are going to change the entry from 9,500 (windows default) to 500,000. What we are doing is changing the number of locks to A VERY LARGE NUMBER that cannot be reached by the local system. This change prevents the issue from occurring.

- 1) Open the Windows Start Menu
- 2) In the text box type “regedit” without quotes, click the Enter button
- 3) Select “Edit” in the upper menu
- 4) Select “Find...”
- 5) Type “MAXLOCKSPERFILE” without quotes or spaces into the text box and click “Find Next”
- 6) Right click on the text “MAXLOCKSPERFILE” and select “Modify...”

- 7) Under base, select “Decimal”
- 8) Change the value to 500000, click OK
- 9) Repeat this for all references in the registry for MAXLOCKSPERFILE. The common locations are:
  - HKEY\_LOCAL\_MACHINE\Software\<office version>\Access Connectivity Engine\Engines\ACE\
  - HKEY\_LOCAL\_MACHINE\Software\<office version>\Access Connectivity Engine\Engines\Jet 3.x\
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Jet\4.0\Engines\Jet 4.0\
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Jet\4.0\Engines\Jet 3.x\
  - HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Jet\4.0\Engines\Jet 4.0\
- 10) You may now exit the registry

## Summary

Now that the value has been changed to 500,000 you should no longer experience any errors with large table transactions. For further reading on this issue please refer to the Microsoft article below which details changes to the Max Locks Per File value.

<http://support.microsoft.com/kb/815281>