



WASP PROTECT

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Symptom: The additional lane machines show the correct path to the mapped drive in the File menu's Data Directory line, and it has been verified that the mapping is set up correctly, but they do not see the same data as the server machine.

Cause: If you are using Comodo Antivirus, it creates a virtual copy of your files in a hidden directory, C:\VTRoot\ and uses those virtual copies to run the program. When the other computers connect over the network, they will use the actual data files in C:\WQS\Data

Resolution: Searching on the server machine for *.tps will reveal the path to the virtual folder, as long as the search is set to search hidden files and folders. Once they are found, first rename C:\WQS\Data so it can be retained as a backup, in case the client machines entered data that needs to be retrieved, then copy the \Data folder from the VTRoot tree into C:\WQS.

In the Comodo settings, you will need to add exclusions to prevent it from applying its auto-containment to C:\WQS. It is also strongly recommended that C:\WQS and the WQS.exe application be excluded from scans or any other activities from Comodo, as it may interfere with QuickStores operations in other ways, and have adverse effects on the data integrity.

Related articles:

QuickStore : Lanes Appear to be pointing to different databases

<http://support.waspbarcode.com/kb/articles/256>

QuickStore - Repeated data corruption after recovering damaged data files (This article addresses concerns with other Anti-virus products)

<http://support.waspbarcode.com/kb/articles/253>