KB73059643: ArtPro - Slow performance over network

Summary

ArtPro may run slowly when working over a network/local network. This article highlights some likely causes and offers possible solutions.

Symptoms

Symptoms include, but are not limited to:

- Files open/save slowly.
- ArtPro starts up slowly.

Causes

Likely causes include, but are not limited to:

1. SMB (Samba)/CIFS protocol issue when connecting to a Windows share or file server from an older Mac OS X system.
2. Slow network/local network.

Solutions

The respective solutions are:

Cause	Solution
SMB (Samba)/CIFS protocol issue	Upgrade the Mac OS X system on your workstation to Mac OS X Lion or higher. These versions contain important enhancements to the SMB/CFIS protocol.
Slow network/local network	Ask your IT department to optimize and speed up the network/local network.

Workaround

If ArtPro starts up slowly, it's very likely that a slow network/local network is the root cause.
This is especially the case if you've configured ArtPro to:

- Look for network licenses.
  Note that some of these licenses may not be properly installed/activated.
- Connect to Shuttle.
- Connect to the Automation Engine server.

As a workaround, you can manually disable the connection to:

- Network licenses
- Shuttle
- Automation Engine server

> ⚠️ Only disable connections which you don't need!

Procedures

Disable network licenses

To manually disable network licenses, follow the steps given below:

1. Open ArtPro.
2. Go to **ArtPro** > **Preferences** > **General** > **Show licenses**.
3. In the **Network License Settings** window, disable all licenses which:
   - you don't need
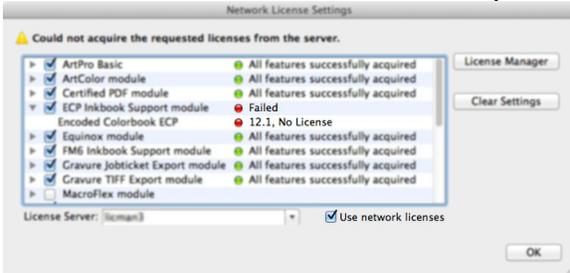   - are marked **Failed**

Article information	
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Contents

- are marked **No License**

To do so, uncheck the check box in front of the license you want to disable.
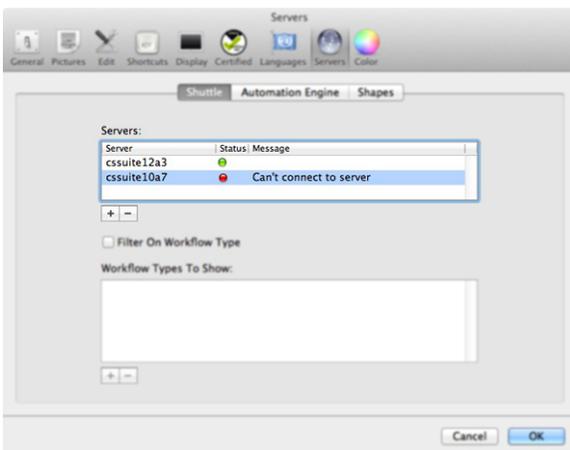

4. Click the **Quit/OK** button.
5. Restart ArtPro.

Disable connection to Shuttle

To manually disable the connection to Shuttle, follow the steps given below:

1. Open ArtPro.
2. Go to **ArtPro** > **Preferences** > **Servers** > **Shuttle**.
3. Remove all connections which you don't need.
   To do so, select a connection you want to remove and click the **-** button.

4. Click the **OK** button.
5. Restart ArtPro.

Disable connection to Automation Engine

To manually disable the connection to Automation Engine, follow the steps given below:

1. Open ArtPro.
2. Go to **ArtPro** > **Preferences** > **Servers** > **Automation Engine**.
3. Empty the **Server Name**, **User Name** and **Password** fields to remove the connection to the server.
4. Click the **OK** button.
5. Restart ArtPro.