

# Platinum Server Guide



Tabs3 Billing



PracticeMaster



Trust Accounting



Accounts Payable



General Ledger

## **Platinum Server Guide**

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# Table of Contents

<b>Introduction to Platinum</b> .....	<b>7</b>
<b>Platinum Overview</b> .....	7
<b>Platinum Server and Platinum Software</b> .....	7
<b>How Does Platinum Software Work?</b> .....	7
<b>Why Do I Need Platinum Software?</b> .....	8
<b>Key Features</b> .....	10
<b>Tabs3 Connect</b> .....	10
<b>Client Portal</b> .....	10
<b>Check Requests</b> .....	11
<b>HotBackup</b> .....	11
<b>Transaction Processing &amp; Auto-Recovery</b> .....	12
<b>Tabs3 Billing and PracticeMaster Report Accelerators</b> .....	12
<b>Accelerated Filtering and Column Sorting</b> .....	12
<b>Accelerated Data File Integrity Check</b> .....	13
<b>Accelerated Search Rebuild</b> .....	13
<b>Accelerated Dashboard and Graphs</b> .....	13
<b>Billing Dashboard Enhancements</b> .....	13
<b>Increased Index Limit</b> .....	14
<b>PracticeMaster eNote</b> .....	14
<b>PracticeMaster Exchange Connector</b> .....	14
<b>Lockout Notification and Request Log Off/Log Off Users</b> .....	15
<b>Historic Accounts Receivable Reports</b> .....	15
<b>Accounts Receivable by Timekeeper Report</b> .....	15
<b>Enhanced Detail Accounts Receivable Report</b> .....	16
<b>Platinum Data Security</b> .....	16
<b>FairCom Server</b> .....	16
<b>Platinum SQL Edition</b> .....	18
<b>What Platinum Software Will Not Do</b> .....	19
<b>General Information about Platinum Server</b> .....	19
<b>Overhead Connections</b> .....	20
<b>Determining Number of Connections Needed</b> .....	21
<b>Computer Requirements</b> .....	21

<b>Requirements in a Nutshell</b> .....	22
<b>Getting Started</b> .....	<b>24</b>
<b>Installing Platinum Server and Platinum Software</b> .....	24
<b>Installing Tabs3 Software - Platinum Edition</b> .....	24
<b>What's Next?</b> .....	24
<b>Information About Ports</b> .....	25
<b>How Platinum Server Treats Paths</b> .....	26
<b>The Solution</b> .....	27
<b>Files Installed</b> .....	28
<b>Platinum Server Data Files</b> .....	29
<b>Security</b> .....	29
<b>Platinum Data Security</b> .....	29
<b>Back Up Strategy</b> .....	30
<b>Using Other Backup Methods</b> .....	30
<b>Scheduling Backups</b> .....	30
<b>Knowledge Base and Other Resources</b> .....	31
<b>Operating Platinum Server</b> .....	<b>33</b>
<b>Operating Platinum Server as a Service for Windows</b> .....	33
<b>SC.EXE Command-Line Utility</b> .....	34
<b>Installing the STI Server Service</b> .....	34
<b>Configuring the STI Server Service</b> .....	35
<b>Desktop Interactive Application</b> .....	37
<b>Message Monitor Window</b> .....	38
<b>Starting Platinum Server</b> .....	39
<b>Stopping Platinum Server</b> .....	40
<b>Displaying the Status of the STI Server Service</b> .....	42
<b>Platinum Performance Monitoring Utilities</b> .....	43
<b>Troubleshooting</b> .....	46
<b>Problems Starting the STI Server Service</b> .....	47
<b>Problems Starting the Desktop Interactive Application</b> .....	47

<b>HotBackup</b> .....	<b>49</b>
<b>HotBackup vs. Third-Party Backup</b> .....	50
<b>Configuring HotBackup</b> .....	50
<b>Platinum Server Configuration</b> .....	50
<b>Directory Structure</b> .....	55
<b>Archive Folder</b> .....	55
<b>Failed Folder</b> .....	55
<b>Recent Folder</b> .....	55
<b>Naming Convention</b> .....	56
<b>HotBackup Vault</b> .....	56
<b>Restore HotBackup</b> .....	57
<b>Restoring to an Alternate Folder</b> .....	59
<b>Troubleshooting</b> .....	59
<b>Encryption</b> .....	<b>60</b>
<b>Enabling and Removing Encryption</b> .....	60
<b>Configuring Platinum Server</b> .....	<b>62</b>
<b>STI Director</b> .....	62
<b>Director Configuration and Accelerators</b> .....	65
<b>Displaying the Status of the STI Director Service</b> .....	65
<b>Stopping and Starting the STI Director</b> .....	66
<b>STSRVR.CFG</b> .....	67
<b>CTSRVR.CFG</b> .....	67
<b>Configuring Memory Allocation</b> .....	71
<b>How Caching Works</b> .....	72
<b>Standard Platinum Server</b> .....	73
<b>Platinum SQL Server (64-bit)</b> .....	73
<b>Configuring Server Cache</b> .....	73
<b>Messages</b> .....	76
<b>Changes Made to CTSRVR.CFG by the Server Cache Tool</b> .....	77
<b>Memory Allocation Limits</b> .....	78
<b>Performance Optimization</b> .....	80

<b>Network Throughput</b> .....	80
<b>I/O Caching</b> .....	80
<b>Fastest Server</b> .....	80
<b>PracticeMaster Exchange Connector</b> .....	81
<b>Legacy ODBC Driver</b> .....	82
<b>Using Platinum SQL ODBC Features</b> .....	<b>83</b>
<b>Initializing the SQL Database</b> .....	83
<b>Configuring User Rights</b> .....	84
<b>Installing the ODBC SQL Drivers</b> .....	86
<b>Configuring the ODBC Data Source</b> .....	87
<b>Accessing Platinum SQL from a Microsoft SQL Server</b> .....	89
<b>Learning SQL</b> .....	93
<b>Web Resources</b> .....	93
<b>Printed Books</b> .....	93
<b>FairCom Reference Guide</b> .....	94
<b>Platinum SQL Syntax Information</b> .....	94
<b>Assigning a New Platinum SQL Server Port</b> .....	94
<b>Uninstalling Platinum Server</b> .....	<b>96</b>
<b>Uninstalling Platinum Server</b> .....	96
<b>Reverting to Non-Platinum Edition Software</b> .....	96
<b>Moving the Software to Another Server</b> .....	96
<b>Index</b> .....	<b>97</b>

# Introduction to Platinum

## Platinum Overview

This section of the guide provides a brief introduction to Tabs3 Platinum Software.

### Platinum Server and Platinum Software

There are two components when using Tabs3 Platinum Software:

#### Platinum Server

Platinum Server is the database server software that is used in conjunction with the Tabs3 Platinum software.

#### Tabs3 Platinum Software

The Platinum edition of the Tabs3 Software is used in conjunction with the Platinum Server. This edition of the software relies on the Platinum Server to accommodate the sophisticated interaction between the Platinum Server and the Tabs3 Software.

### How Does Platinum Software Work?

Tabs3 Platinum Software uses FairCom's client/server technology (*page 16*). The following diagram compares the differences between the standard method and the Platinum Method:

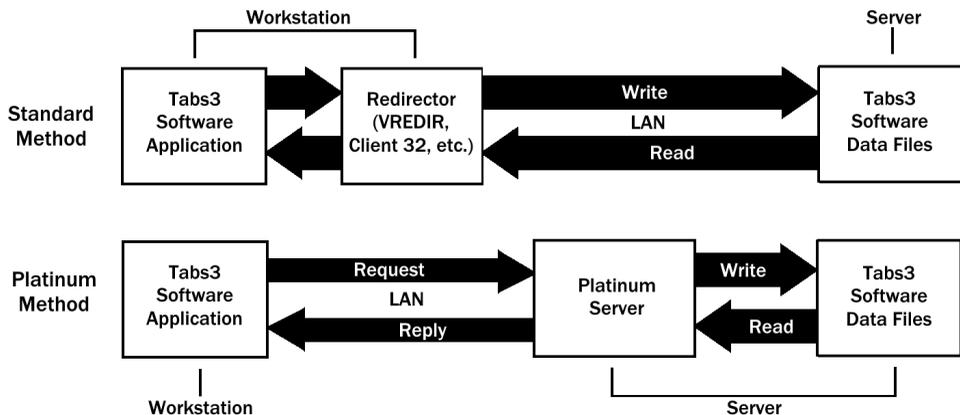


Figure 1, "Standard Method" of Networking vs. "Platinum Method" of Networking

### **Standard Method**

When using the “Standard Method” of accessing data, an application deals with files directly. The application uses the operating system’s redirector to perform file handling requests. A redirector is the operating system’s software used for communicating over a network. This method works well up to a point; however, as more users access the same data and network traffic increases, overall performance decreases.

### **Platinum Method**

When using the “Platinum Method” of accessing data, applications deal with the database server, which takes care of the file handling requests directly. The database server contains the “intelligence” needed to process requests from clients, interact with the relevant data files, and respond to those requests. Requests for opening files, locking files, deleting files, etc. are handled by the database server. The advantage of this design is that the database server is far more efficient and intelligent, allowing multiple network requests and responses to be grouped and coordinated, thereby minimizing network traffic and maximizing overall performance.

In Figure 1, notice the thickness of the **Request** and **Reply** arrows. The “Platinum Method” reduces the amount of information flowing back and forth over a network thereby greatly improving performance.

## ***Why Do I Need Platinum Software?***

The following are reasons why a firm would want to implement Tabs3 Platinum Software:

### **Speed**

One of the predominant reasons for upgrading to the Platinum edition of Tabs3 Software is SPEED. Local Area Network resources are used more efficiently thereby providing faster performance. In addition, Platinum features Accelerator technology to dramatically increase the speed at which Tabs3 Billing and PracticeMaster reports are generated as well as improve sorting and filtering times.

Performance on your network will vary depending on hardware, networking software, and activity.

**Reliability**

Platinum utilizes Transaction Processing, an advanced database technology for maintaining the consistency and integrity of your data. Platinum also includes an Auto-Recovery feature to safeguard your data in the event the software is not shut down correctly (i.e., due to power loss, hardware failure, etc.). Furthermore, by replacing the standard network redirectors with the Platinum Server, file handling operations are more reliable.

**Convenience**

Tabs3 Platinum Software features HotBackup technology, allowing full backups of your data to be made while users are accessing the software. An integrated scheduling system means HotBackups are automatically performed without any administration necessary.

**Scalability**

Platinum's architecture scales well, particularly when compared to similar increases on a standard network. If you add 10 users to a standard network, performance degradation is substantially greater than when adding 10 users to a network using client/server technology.

**Efficiency**

Platinum takes advantage of additional memory and multiple CPUs on the server if available. By working directly with the Platinum Server, file handling operations are performed more efficiently thus providing better use of your resources and ultimately yielding faster performance.

**Features**

Platinum includes numerous features that are not available in the non-Platinum edition software including Tabs3 Connect, HotBackup, eNote, Log Off Users, Exchange Connector, and more. Additional information regarding these features follows.

## Key Features

The following features are included in the Platinum software.

### Tabs3 Connect

Tabs3 Connect provides access to Tabs3 Billing and PracticeMaster anywhere you can connect to the Internet. No apps to download, simply go to [www.Tabs3Connect.com](http://www.Tabs3Connect.com) and log in using your iPhone<sup>®</sup>, Android device, iPad<sup>®</sup>, laptop, or even an Apple<sup>®</sup> computer. Tabs3 Connect gives you access to your client and contact information, fee and cost entry, personal and firm-wide calendar, and more. On smartphones and tablets, you can tap to create a fee, and flick to scroll through a list. Tabs3 Connect was designed to protect attorneys' sensitive information.

The information you access using Tabs3 Connect is secure because it resides at your office, on your computer. It won't be stored on someone else's server in the cloud, or on a phone that you might lose.

- Enter fees and costs when they happen.
- Matter information at your fingertips. Tabs3 Connect gives you a mobile Matter Manager.
- Full calendar access including the ability to create records and link them to clients and other users.
- Full access to Tabs3 Billing and PracticeMaster contact records, with the ability to call or email the contact via the record.
- eNote lets you communicate instantly with others in your office.
- Keep your data secure on your firm's server instead of having it in the cloud.
- Configure access in mere minutes by simply enabling Tabs3 Connect and specifying who will have access.

Complete information on Tabs3 Connect can be found in our Knowledge Base in Article [R11480](#), "All About Tabs3 Connect."

### Client Portal

The Client Portal is an extension of Tabs3 Connect that allows Tabs3 Billing clients to view and pay their balances via Tabs3Pay<sup>®</sup> from any web browser.

More information regarding the Client Portal can be found in our Knowledge Base in Article [R11919](#), "Configuring the Tabs3 Client Portal." More information regarding

Tabs3Pay can be found in our Knowledge Base in Article [R11871](#), "Tabs3Pay Frequently Asked Questions."

## Check Requests

The Check Request process is a reimbursement request, review, and authorization feature that allows users in PracticeMaster to create requests for reimbursement, have specific users review and approve these requests, and once approved, allow users in Tabs3 Accounts Payable (AP) or Tabs3 Trust Accounting (Trust) turn these check requests into invoices or trust transactions so payment can be issued.

Additional information regarding Check Requests can be found in our Knowledge Base in Article [R11923](#), "Tracking Check Requests."

## HotBackup

HotBackup is a feature unique to the Platinum edition of the software that backs up the data files for Tabs3 Software. HotBackup utilizes Transaction Processing to allow data file backups to be performed without anyone exiting the software, thus allowing daily work to continue. The following features of HotBackup were implemented to increase the convenience and efficiency of the Tabs3 Platinum Software:

- **Background Processing** provides the ability to create a backup while users are accessing the data files. It does this in the background without interrupting any work in progress.
- **File and Folder Management** allows you to maintain as many backups as you want (up to 99), as well as the number of backups to archive (up to 99). In addition, you can define the location in which backups are stored.
- **User-Friendly Scheduling** allows you to determine the times and days of the week for recurring HotBackups. These scheduled HotBackups are performed automatically without user intervention or the need to have the Tabs3 Software open.
- **Email Notification** allows an unlimited number of customized email messages can be configured to be sent in the event a HotBackup fails or succeeds. These messages can be sent to as many user-defined email recipients as you want.

Complete information on HotBackup can be found in the HotBackup section starting on page 49.

## Transaction Processing & Auto-Recovery

Transaction Processing is used to ensure that all operations of a given database transaction completely succeed, thereby guaranteeing that the database remains in a consistent, reliable state. A database transaction is a collection of operations grouped together into a single unit. For example, updating a statement encompasses many operations (i.e., updating the client ledger, updating receipt allocation, updating productivity, moving each item from the work-in-process file to the archive files, etc.), but these operations are all grouped together and considered a single database transaction.

Platinum also includes an Auto-Recovery feature that will automatically be performed if the Tabs3 Platinum Software is not shut down correctly. In the event that a database transaction was interrupted, the Auto-Recovery feature “rolls back” the database to its previous state before the database transaction began. This ensures the safety of your data, and minimizes any chance of data corruption.

More detailed information on Transaction Processing and Auto-Recovery can be found in our Knowledge Base in Article [R11175](#), “Transaction Processing.”

## Tabs3 Billing and PracticeMaster Report Accelerators

A major enhancement included with the Tabs3 Platinum Software is the addition of a Tabs3 Billing Accelerator and a PracticeMaster Accelerator. These two applications run on the file server, working with the Tabs3 Software to **dramatically** improve performance when generating reports and statements.

Accelerators improve performance by accomplishing two main goals:

- Minimizing the amount of data transferred across the network.
- Minimizing the amount of data processed on the workstation.

In addition, Accelerators incorporate multi-threaded processing techniques, giving them the ability to process multiple users’ reports simultaneously. More detailed information on Tabs3 Billing and PracticeMaster Accelerators can be found in our Knowledge Base in Article [R11182](#), “Tabs3 Billing and PracticeMaster Accelerators.”

## Accelerated Filtering and Column Sorting

PracticeMaster filters are processed at the file server. Rather than having to read and filter all of the records from a file, the workstation receives only the records that have been pre-filtered by the server. This reduces network traffic and allows filtered lists to

display significantly faster. Additionally, column sorting is processed at the server, which improves the speed at which lists are displayed.

## **Accelerated Data File Integrity Check**

The Tabs3 Billing and PracticeMaster Data File Integrity Check are processed at the file server. Rather than having to read and validate all of the records from a file, the workstation only receives the results of this process. This reduces network traffic and allows the Data File Integrity Checks to complete significantly faster. Because the process is being performed at the server, even a Limited (read-only) Data File Integrity Check, which generally takes longer to perform, can be completed in nearly the same amount of time as a Full (exclusive) check.

## **Accelerated Search Rebuild**

The PracticeMaster refresh or rebuild of search indexes is processed at the file server. Additionally, the rebuild process is a 64-bit application on the server, which allows it to utilize additional resources which may be available. Together, these greatly improve the performance when rebuilding search indexes.

When a refresh or rebuild is started in PracticeMaster Platinum, the rebuild process runs in the background, allowing you to close the window and perform other tasks.

The Notification Center allows an unlimited number of customized email messages to be configured and sent in the event a search rebuild fails or succeeds. These messages can be sent to as many user-defined email recipients as you want.

## **Accelerated Dashboard and Graphs**

The Tabs3 Billing and PracticeMaster Accelerators are used to enhance the Recap of Hours window and the Dashboard widgets on the Home page by processing the data at the server. This reduces network traffic and increases the responsiveness and refresh capabilities of the graphs.

## **Billing Dashboard Enhancements**

Users can filter the widgets on the Billing Dashboard based on timekeeper, category, or location. When the filter is enabled, only clients assigned to the report order timekeepers, categories, or locations, or only transactions assigned to the working timekeeper, are included in the widget values, depending on the filter options selected. The filter used will be shown on the Dashboard, and included when printing the Dashboard graphs. The Dashboard filter is not available in non-Platinum Tabs3 Billing Software.

Clicking a bar or total in the Accounts Receivable or Work-in-Process widgets of the Billing Dashboard in the Platinum edition will open an Accounts Receivable or Work-in-Process window that displays clients who make up the total shown. These windows are specific to the bar or total clicked, including the aging period, transaction type, and any filter applied. Clicking any of the clients in this list will open the Tabs3 Billing Matter Manager for that matter.

## Increased Index Limit

Up to 30 user-defined permanent indexes can be created. Each file can have a maximum total of 63 indexes which includes protected indexes, user-defined indexes, and temporary indexes. In non-Platinum systems, up to 15 user-defined permanent indexes can be created, with a maximum total of 31 indexes. Indexes can be used to sort columns on the **List** tab of any file, set the default Sort and Smart tabs in QuickViews, and can be used to improve report performance.

## PracticeMaster eNote

The eNote intra-office communication feature is available in the Platinum edition of PracticeMaster. eNotes blend the best features of email and instant messaging to provide a remarkably easy to use tool that streamlines communication, facilitates secure workflow between users, retains records for accountability purposes, and enhances your current case management procedures. Detailed information regarding the eNote feature can be found in the Help provided with PracticeMaster.

## PracticeMaster Exchange Connector

The PracticeMaster Exchange Connector provides a direct link between the Platinum Server and a Microsoft Exchange server. This allows calendar and contact information to be synchronized directly between the servers, rather than via each user's copy of Microsoft Outlook. Additional information regarding the Exchange Connector feature can be found in the Outlook Integration Guide, which is installed with the software and can also be accessed via our Knowledge Base in Article [R11400](#), "Outlook Integration Guide." Detailed instructions for configuring the Exchange Connector are available in the following Knowledge Base Articles:

- [R11596](#) - Configuring the PracticeMaster Platinum Exchange Connector
- [R11898](#) - Configuring the PracticeMaster Platinum Exchange Connector for Exchange Online / Microsoft 365

## Lockout Notification and Request Log Off/Log Off Users

The Conflicting Activities window includes a **Request Log Off** button that opens a Request Log Off window. Clicking the **Send Request** button from the Request Log Off window immediately sends a message to all logged in users requesting that they exit the software (or close any conflicting activities) so that the exclusive task can be started.

The Conflicting Activities window also includes an **Automatically log off users in XX minutes** check box. This feature allows you safely log off all users after a specified time interval when clicking the **Send Request** button. When you initiate this process, all users will be notified that they will be logged out of the software when the displayed countdown ends, along with the reason they are being logged off.

The **Notify** and **Log Off** Users features are only available in the Platinum edition of the software.

## Historic Accounts Receivable Reports

The Detail and Summary Accounts Receivable Reports include a **Print Historic A/R** option in Platinum that will print accounts receivable balances as of a specific date. This option calculates the A/R based on records present in Tabs3 Billing, effectively showing what the A/R would have been on the given date, assuming no records have been deleted or modified.

Although the calculated A/R will be correct based on records currently in the software, it is possible that these may not match an A/R Report run on the original date if any transactions were deleted, statements unbilled, payments reversed, write offs reversed, or any integrity check errors are present.

## Accounts Receivable by Timekeeper Report

The Accounts Receivable by Timekeeper Report prints a list of clients with fees due for each working timekeeper, making it easy for individual timekeepers to see which clients owe money for work they performed. This report is different from other receivable reports, because it allows you to filter clients by including only those clients that the timekeeper worked on, a particularly nice feature for larger firms. You can optionally show fees by aging period or as a total amount. You can exclude zero balance clients, select clients whose aged balance due or total balance due is greater than a specified amount, as well as only include clients who have not made a payment in a specified number of days. The Tabs3 Billing Report Accelerator allows these complex calculations to be performed in a fraction of the time it would take non-Platinum edition Tabs3 Billing Software.

## Enhanced Detail Accounts Receivable Report

The Detail Accounts Receivable Report offers the option to include a breakdown of fees by timekeeper and costs by cost type. When this option is enabled, each timekeeper with outstanding fees is displayed on a separate row with an aging breakdown, and outstanding costs are grouped by cost type with an aging breakdown. The Tabs3 Billing Report Accelerator allows these complex calculations to be performed in a fraction of the time it would take non-Platinum edition Tabs3 Billing Software.

## Platinum Data Security

All c-tree data files are stored in a separate "Database" folder stored within the Tabs3 Current Working Directory. Platinum firms can limit each user's network access to the data files in this folder to the "read only" level. Restricting write access to the Database folder to only users who have a need to access the files directly (such as managers, IT personnel, etc.), ensures that the data files are not accidentally moved, modified, or deleted by unauthorized users and also helps protect against viruses, ransomware, and social engineering attacks. More details regarding this feature can be found in our Knowledge Base in Article [R11763](#), "Platinum Data Security."

## FairCom Server

Platinum Server Software is based on the client/server technology developed by FairCom Corporation ([www.faircom.com](http://www.faircom.com)). The FairCom client/server technology uses an engine that has been refined over twenty-five years thus offering the reliability and stability required of critical back office systems. This technology utilizes efficient programming algorithms to provide exceptional performance. These servers support up to 1,024 connections to the database and offer maximum data throughput regardless of the number of users connected. Multi-threading capabilities take advantage of multiple CPUs on the server. All disk I/O is performed by Platinum Server, taking full advantage of sophisticated data and index caches, thereby minimizing network traffic for maximum performance.

One important reason we selected the FairCom Server was for its ease of use. Many firms have limited Information Technology (IT) resources and are not eager to allocate resources required for configuring and monitoring a database server. The FairCom solution requires minimal administration and maintenance. It requires a limited amount of system resources, thereby minimizing the need for costly hardware upgrades. Although a faster CPU or multiple CPUs will provide faster processing times, the hardware requirements for the server are relatively modest. Furthermore, migrating the Platinum Server to a new computer is very easy to do.

Another reason that we selected the FairCom Server is because Tabs3 Software also utilizes FairCom's c-tree file handling system. Working with the same company that designs the file handling system provides a huge advantage because unlike many other client/server technology providers, no major data conversion is required.

Selecting FairCom also permitted us to offer a 64-bit Platinum SQL solution. Furthermore, the Platinum edition of Tabs3 Software can be accessed by Windows-based ODBC-compliant applications (Read Only) using the FairCom ODBC Driver (*page 82*).

The FairCom technology allows us to offer solid "out-of-the-box" performance for both large and small firms. The database is automatically self-tuning, compensating for the variations in numbers of users and connections. The scalability, minimal administration, reliability, faster throughput, and reasonable pricing of the FairCom Server made it the ideal choice for our Platinum software.

In summary, the following reasons are why we selected FairCom as the backbone of our Platinum products:

**Reasonable Pricing**

Platinum Server and Platinum applications are affordable and cost much less than the competition. The cost of Platinum is much less expensive than competitive client/server products from other companies such as Microsoft and Oracle.

**Stability**

Platinum editions of Tabs3 Software have been in use since before 2002. FairCom customers include many Fortune 500 companies and government agencies such as Visa, Boeing, Microsoft, Adobe, and many more.

**Ease of Use**

Once installed and operational, Platinum is transparent to the user. No major data conversion is required, and there are no users or workstations to configure.

**Minimal Administration**

Installation is quick and simple. Anyone with a basic understanding of computers can do it. Once up and running, Platinum requires no regular maintenance.

### **64-bit SQL Edition**

In addition to the standard Platinum edition, a 64-bit Platinum SQL edition is available. Platinum SQL runs on 64-bit Windows servers and allows you to connect third-party software directly to the Platinum SQL server.

### **Minimal Hardware Requirements**

Platinum Server must be installed on a computer running Windows 2025/2022/2019/2016 Server or Windows 11/10. Specific requirements are listed on page 21.

### **Capitalizes On Advanced Hardware Resources**

Platinum will take advantage of multiple processors on your server. It can also be configured to take advantage of additional memory. Platinum SQL allows you to take full advantage of modern 64-bit hardware.

### **Easily Grows With Your Firm and Hardware**

There is no workstation setup required. Adding new users causes little to no performance impact. Adding or changing workstations requires no additional administrative tasks. Upgrading your server is easy to do.

## **Platinum SQL Edition**

The Platinum SQL edition provides additional functionality beyond the standard Platinum Server software.

### **64-bit Support**

Platinum SQL is designed to work with the latest 64-bit Windows server operating systems. This allows you to take full advantage of the additional memory and processing power available with modern server hardware.

### **Accelerated SQL Processing**

The ODBC SQL driver included with Platinum SQL processes all data requests at the server. This results in improved performance when sending data to third-party software.

### **Data Encryption**

Platinum SQL allows you to encrypt the Tabs3 Software data, providing your data with an extra layer of security. Once data files are encrypted, they can only be read by the Tabs3 Platinum SQL software.

### **32-bit & 64-bit access**

The ODBC SQL drivers are available in both 32-bit and 64-bit versions, allowing you to access data directly using 32-bit or 64-bit ODBC capable third party software such as Microsoft Excel or Access.

### **OLE DB**

In addition to ODBC, the Platinum SQL database can be accessed by OLE DB compatible software, via the Microsoft OLE DB Provider for ODBC.

For more information on using the additional features of Platinum SQL Server, see the ***Using Platinum SQL ODBC Features*** section starting on page 83.

## **What Platinum Software Will Not Do**

The Platinum edition of Tabs3 Software will not improve overall WAN (Wide Area Network) performance and should not be considered a viable solution for sluggish WAN performance. The Platinum edition of the software is designed primarily for a Local Area Network. For information on improving performance, see Knowledge Base Article [\*\*R10436\*\*](#), "Comparing Network and Cloud Options for Tabs3 Software."

It is important to note that increases in speed will be most noticeable with complex tasks such as report processing, updating statements, filtering records in PracticeMaster, etc. Although there will be performance improvements in most tasks, be aware that the Platinum edition of the software will not noticeably increase the speed of basic data entry.

Furthermore, tasks performed on the server will always be faster than those performed across a network. This is true with or without Platinum software.

## **General Information about Platinum Server**

Platinum editions of all Tabs3 Software are available. This includes Tabs3 Billing, PracticeMaster, Tabs3 Trust Accounting (Trust), Tabs3 Accounts Payable (AP), and Tabs3

General Ledger (GL). In addition, Tabs3 Billing Report Writer and Tabs3 General Ledger Report Writer are also available in Platinum editions. The Platinum edition of Tabs3 Billing is available for the following timekeeper levels: 5, 9, 19, 39, 99, and 100+.

Platinum Server software is required to run any Platinum edition of the software. Licensing and pricing is based on a per connection basis. Platinum Server is available in 8, 16, 32, 64, 128, 256, 512, and 1024 connection versions. The term "connection" refers to the communication or link to the Platinum Server that is established for each application a user is running.

## **Overhead Connections**

The Platinum Server requires up to six connections for overhead purposes as discussed in the following. These overhead connections are reserved by the Platinum Server and cannot be used by other users.

### **Tabs3 Billing Accelerator**

The Tabs3 Billing Accelerator uses one connection (T3Accel.exe). This connection is used as soon as a user logs into Tabs3 Billing and is open until the last person logs out of Tabs3 Billing. All users use the same instance of T3Accel.exe.

### **PracticeMaster Accelerator**

The PracticeMaster Accelerator uses one connection (PMAccel.exe). This connection is used as soon as someone logs into PracticeMaster and is open until the last person logs out of PracticeMaster. All users use the same instance of PMAccel.exe.

### **Tabs3 Utility Accelerator**

The Tabs3 Utility Accelerator uses one connection (STUtil64.exe). This connection is only used when PracticeMaster search indexes are being rebuilt and remains in use until the rebuild is complete. All users use the same instance of STUtil64.exe.

### **HotBackup**

The HotBackup (SThb.EXE) actually uses two connections. These two connections are only used when a HotBackup is being created. One connection is used to perform the HotBackup. The second connection is used to monitor the HotBackup.

**Note:** When using Volume Shadow Copy Service (VSS) in place of HotBackup, the same connections required by HotBackup can be used instead for VSS. Therefore, no change in the number of connections is required. For information on using VSS, see Knowledge Base Article [R11430](#), "Using Volume Shadow Copy Service (VSS) to Back Up Tabs3 Software."

### **Tabs3 Connect**

Tabs3 Connect (T3Connect.exe) uses one connection. This connection is used when Tabs3 Connect is enabled and remains in use until Tabs3 Connect is disabled. All users use the same instance of T3Connect.exe.

## **Determining Number of Connections Needed**

For example, suppose a firm has 5 users. All 5 users have PracticeMaster running at the same time (i.e., 5 connections), 2 of the same users also have Tabs3 Billing running (i.e., 2 more connections), and 1 of the users also has AP and Trust running (i.e., 2 more connections). With the 6 additional connections required by the Platinum Server, this results in 15 combined Tabs3 Platinum Software connections running at the same time on the network (5 + 2 + 2 + 6 overhead = 15). In order for this to occur, the firm would need to have a minimum server connection level of 16.

## **Computer Requirements**

The following is required for the Platinum server computer:

- Platinum Server software.
- Platinum editions of the software (i.e., 90000 series serial numbers or 95000 for Platinum SQL Server).
- A multi-core processor is recommended.
- 2 GB RAM is the minimum recommended memory for the Platinum Server.
- Ensure that plenty of free hard drive space is available. Temporary files created on the server can be quite large.
- Minimum free space of four (4) times the data set size is recommended. Each HotBackup requires enough hard drive space for the entire data set.

- **Windows Server:** Microsoft Windows Server 2025, Windows Server 2022, Microsoft Windows Server 2019, Microsoft Windows Server 2016, Windows 11, or Windows 10. Recommended that all current Service Packs be installed. A 64-bit operating system is required for Platinum SQL Server.  
**Note:** When running the Platinum Server on a non-server operating system (i.e., Windows 11/10), you are limited to the number of concurrent connections and may exceed the connection limit in that operating system.
- **Workstation:** Windows 11/10. Recommended that all current Service Packs be installed.
- **Platinum Exchange Connector:** If using the Platinum Exchange Connector, refer to Knowledge Base Article [R11596](#), "Configuring the PracticeMaster Platinum Exchange Connector" for specific installation requirements.  
**Note:** There are no additional requirements if you are connecting to an Exchange Online (Microsoft 365) server. See Knowledge Base Article [R11898](#), "Configuring the PracticeMaster Platinum Exchange Connector for Exchange Online / Microsoft 365" for more information on using the Exchange Connector with these servers.
- High speed wired network recommended. Wireless networks are not recommended due to performance and reliability issues.

## **Requirements in a Nutshell**

Platinum is designed so that it can run on modest server hardware but can take advantage of more powerful servers.

- Adding RAM to a server is the least expensive way to improve server performance. While Platinum will run on a 512MB server, at least 2GB RAM is recommended for best performance.
- The maximum amount of memory that can be allocated to the 32-bit Platinum Server is 0.8 GB on a 32-bit server and 2.0 GB on a 64-bit server. These limitations do not apply to the 64-bit Platinum SQL Server.
- Using Accelerator technology in Platinum, the faster the server's CPU(s), the less time it takes to process reports. A multi-core processor is recommended.
- If running Platinum Server software on a virtual machine, we recommend a minimum of 4 cores per virtual machine for best performance.
- In order to use HotBackup, your server must have enough free hard drive space to hold copies of the entire data set. You control the number of copies to keep but you must have room to hold at least three full copies.

- The faster the server's disk subsystem is, the less time it takes to perform a HotBackup. Also, for best HotBackup performance, configure the source and destination folders on different spindles (i.e., drives).
- A Microsoft Server operating system is recommended (e.g., Microsoft Windows Server 2025, 2022, 2019, or 2016). Using a non-server operating system such as Windows 11 or Windows 10 will work, but they were not designed as a server operating systems and have some limitations, such as concurrent connections.

Additional information regarding performance optimization can be found on page 80.

## Training Videos

You can view the following training video for more information. Clicking the link will open the training video in your browser. All training videos are also accessible in the Quick Launch by searching for and selecting "Training Videos," and at [Tabs3.com/video](https://www.tabs3.com/video).



# Getting Started

## Installing Platinum Server and Platinum Software

Installing Platinum Server is simple and consists of installing the Platinum edition of the Tabs3 Software and the Platinum Server software. The following installation process installs all of the required software at the same time.

### *Installing Tabs3 Software - Platinum Edition*

The software is provided via download and contains all of the Tabs3 Software applications and Platinum Server, which makes installing the Platinum edition of the software simple. The software must be installed from the server. When you purchase a Platinum edition license, an email will be sent containing installation steps and an activation code.

**Note:** Activation Codes are valid for 30 days. Contact Tabs3 Support if you need a new Activation Code.

**Note:** When specifying the install location, use the local drive designation; do not use a mapped drive or network drive designation. UNC paths are not allowed.

## What's Next?

Now that you have installed the Platinum edition of the Tabs3 Software we recommend the following:

- Configure the HotBackup settings, including the location and number of HotBackups to keep. These settings are located in System Configuration, on the **HotBackup Folder** tab of the Platinum Server Configuration window (**Platinum | Platinum Server Configuration**). See the HotBackup section (*page 49*) for more information.
- Optimize your server's cache settings to ensure that the Platinum software is taking full advantage of available memory. See the [Configuring Memory Allocation](#) section (*page 71*) for more information.

- Configure Tabs3 Connect. Complete step-by-step instructions can be found in our Knowledge Base in Article [R11480](#), "All About Tabs3 Connect."

## **Information About Ports**

A firewall is a software application or hardware device that secures your computer by blocking incoming network communications. A firewall can be thought of as a literal wall between your computer and other computers. These other computers may be located on your own network or on the Internet. The wall protects your computer by blocking all network communications coming from outside the wall. However, there are certain communications that you probably want to receive, such as email messages, webpages, or files from other computers on your network. To allow these communications to pass through, ports are used by the firewall to control access to your computer. A port is like a small hole in the wall, allowing only specific communications to pass through.

Platinum Server software includes components that run on the file server, but need to receive communications from other computers on the network. These components are STI Director (*page 62*) and the Tabs3 Billing/PracticeMaster Accelerators (*page 12*). For this reason, and because you still want to maintain the integrity of your protective wall, ports are used by these Platinum Server components.

Technically, a port is a specific network identification or "address" assigned to an application. Ports are used to route TCP/IP network traffic to different applications. For example, STI Director is assigned (by default) to port number 1779 on the file server. Therefore, any TCP/IP communications received by the file server with an "address" of port 1779 are immediately routed to STI Director.

The installer will automatically open the required ports for the Tabs3 Platinum Software. However, you may need to verify that the ports required by STI Director and the Tabs3 Billing/PracticeMaster Accelerators are unblocked (i.e., open). These port numbers are defined in System Configuration, on the **Director Configuration** tab of the Platinum Server Configuration window (**Platinum | Platinum Server Configuration**).

By default, the following ports are used by the various Platinum Server components:

- **Port 1621** - Tabs3 Connect (Outgoing only, normally open by default.)
- **Port 1779** - STI Director
- **Port 1780\*** - Tabs3 Billing Accelerator
- **Port 1781\*** - PracticeMaster Accelerator

- **Port 5807** - Platinum Server
- **Port 6597** - Platinum SQL

Opening these ports will allow STI Director and the Tabs3 Billing and PracticeMaster Accelerators to receive necessary communications from the workstations on the network. Additional information, including specific information on Windows Firewall can be found in our Knowledge Base in Article [R11197](#), "Opening Ports in Windows Firewall."

**Note:** The Platinum Server is typically configured as a program exception; however, the STI Director, Tabs3 Billing Accelerator, and PracticeMaster Accelerator can be configured as program exceptions or port exceptions. If using an automatically assigned port for the Tabs3 Billing and PracticeMaster Accelerators, these should be configured as program exceptions.

**Note:** If your firm uses a hardware-based firewall to connect to the Internet, it is critical that you do not open these ports to Internet traffic.

## How Platinum Server Treats Paths

When using Platinum Server and working with a Tabs3 Software application that is reading or writing \*.DAT and \*.IDX files, paths are now relative to the server whereas before they were relative to the client. This is an important distinction that can cause problems in certain areas of the software—particularly with installations that were previously running successfully without Platinum Server.

This issue only applies when creating validation files in Tabs3 Billing for Tabs3 Billing Remote.

For example, let's say you create Tabs3 Billing Remote Validation files directly to a flash drive on your workstation. When specifying the location where you want the files created, you have always specified "E:". If you specify "E:" with the Platinum edition of the software, Platinum Server will try to write the files to the E drive on the computer where Platinum Server is located.

This can be confusing when using the **Browse** button to drill-down to the desired directory, since the drive letters will reflect the workstation's directory structure. However, when Platinum Server receives the request, it will use the server's directory structure instead of the client's directory structure.

Be aware that paths are not an issue when working with non \*.DAT/\*.IDX files. For example, if a workstation saves a report to A:\REPORT.TXT, the file will be written to the workstation's drive "A:" as expected. As another example, if a workstation exports a PracticeMaster Calendar Plan Template file (\*.TPL) to C:\TEMP\CPT.TPL, the file will be written to the workstation's drive "C:\TEMP" folder as opposed to the server's drive "C:\TEMP".

## **The Solution**

Using an intermediate exchange directory will help you avoid this confusion when creating validation files.

### **Intermediate Exchange Directory**

Instead of writing directly to the target location, use an empty directory as an exchange directory. When specifying the directory, use a relative path.

For example, let's say you are using Tabs3 Billing Remote and want to send validation files to your laptop. Set up a directory named "Remote" under the current working directory. (Make sure the directory is empty. If there are multiple users, it may be necessary to include the user's name or initials in the directory name, i.e., "Remote\_JOE" .) When you create the validation files, select the Remote directory by typing "Remote\". Platinum Server will write the data files to the Remote folder under the current working directory. Next, transfer the contents of the directory to the current working directory on the laptop. The manner in which this is accomplished depends on whether the laptop can connect to the network, how large the files are, whether email capabilities are available on both computers, etc. If the laptop can attach to the network, simply copy the contents to the current working directory on the laptop. If the laptop cannot connect to the network, transfer the contents to a flash drive and then copy the contents on the flash drive to the laptop computer.

**Note:** Do not use a colon (:) when specifying the file path. Instead, use an *intermediate exchange directory* as described above. This will ensure the files are extracted to the correct location when creating validation files.

## Files Installed

When Platinum Server is installed, the following files are installed into the Current Working Directory unless otherwise indicated:

<b>STDIRECT.EXE</b>	This file is the STI Director executable.
<b>STDIRECT.CPL</b>	This file is the STI Director Control Panel file. It is installed in the Windows System directory (e.g., C:\WINDOWS\SYSTEM32).
<b>T3ACCEL.EXE</b>	This file is the Tabs3 Billing Accelerator executable.
<b>T3CONNECT.EXE</b>	This file is the Tabs3 Connect executable.
<b>STHB.EXE</b>	This file is used to run the HotBackup function.
<b>HBRESTORE._XE</b> <b>CTRDMP._XE</b>	These files are used to run the HotBackup Restore function.
<b>F_TCPIP.DLL</b>	This DLL file is used for communicating with workstations across a network using the TCP/IP protocol.
<b>FSHAREMM.DLL</b>	This DLL file is used for communicating between Platinum Server and the Accelerators.
<b>C-TREEACEVSSWRITER.DLL</b>	This DLL file is used to register the Platinum Server with the Windows Volume Shadow Copy Service ( <i>page 62</i> ).
<b>CTSRVR.CFG</b> <b>STSRVR.CFG</b>	These files represent the server configuration files. Additional details regarding these files can be found on <i>page 67</i> .
<b>CTSRES.DLL</b> <b>CTSRMC.DLL</b>	These DLL files are used by Platinum Server.

## Platinum Server Data Files

### \*.FCS

During the course of operation, Platinum Server creates various \*.FCS files in the Current Working Directory that are used by Platinum Server. Do not delete these files. All of the \*.FCS files are unreadable (i.e., binary), with the exception of the CTSTATUS.FCS file.

### CTSTATUS.FCS

This file is a log file that tracks critical information concerning the status of Platinum Server, such as when it started, whether any error conditions have been detected, whether it shuts down properly, etc. The information is saved in chronological order, and can be useful for troubleshooting purposes. It is located in the Current Working Directory, and is viewable via a text editor such as Notepad.

## Security

A password is not required to start Platinum Server. If Platinum Server is shut down via the Desktop Interactive Application (*page 20*), you will be prompted for an Administrator User ID and Password. For this situation, you can enter "STADMIN" in both the **Administrator User** and **Password** fields. (*Note: The password is case sensitive.*)

Security and access rights for the Tabs3 Software are handled directly via the Tabs3 Software. Additional access rights can be defined for the Platinum SQL Server for ODBC access.

## Platinum Data Security

Firms running the Platinum edition of the software can restrict access to the Database folder located within the Current Working Directory. This folder contains key files used to store data in the software. Restricting access to the Database folder ensures that

unauthorized users cannot accidentally or deliberately modify or delete critical files and also provides increased protection from threats such as viruses and ransomware.

Additional details regarding this feature can be found in our Knowledge Base in Article [R11763](#), "Platinum Data Security."

## Back Up Strategy

The HotBackup feature included with Tabs3 Platinum Software safely backs up data files even when users are actively updating data. Restoring a HotBackup provides the ability to quickly roll back your Tabs3 Software data to a certain point in time. However, since HotBackup does not back up every file in the Current Working Directory, it is important to also use a third-party backup to back up your Current Working Directory and HotBackup directory for purposes of recovering from a complete failure, such as a server hard drive failure.

### *Using Other Backup Methods*

When using a method other than HotBackup to make a backup, there are several issues that must be considered. In order for third-party backup software to create a successful backup, the following must be observed:

- All users MUST exit the software.
- All data files must be backed up at the same time.
- You must shut down the STI Server service before running the backup.

It is possible to implement a third-party backup that allows for users to be in the Tabs3 Software during the backup. This type of backup requires a strategy that uses a third-party backup and HotBackup together; it also may require restoring from both a third-party backup and a HotBackup in the event it is necessary to restore. Detailed information regarding these options can be found in our Knowledge Base in KB Article [R11213](#), "Backup Strategy."

### *Scheduling Backups*

When scheduling backups, it is important to observe the following:

- Schedule backups to eliminate situations where a HotBackup is being performed at the same time as a third-party backup is being performed.

- We recommend scheduling a HotBackup before a third-party backup is performed. For example, if your third-party backup starts at 2:00 a.m. and your HotBackup takes less than 30 minutes, schedule a HotBackup at 1:00 a.m.

## Knowledge Base and Other Resources

The following is a list of additional resources available regarding Platinum software.

### Guides

A separate [Platinum Setup Guide](#) includes information for configuring and setting up Platinum features in the software. Additional guides are available on our website at:

[Tabs3.com/docs](http://Tabs3.com/docs)

### Knowledge Base

The Knowledge Base includes specific information regarding Tabs3 Platinum Software. The Knowledge Base requires Internet access and can be found on the Internet at:

[support.Tabs3.com](http://support.Tabs3.com)

KB Article [R11406](#) includes a comprehensive list of Platinum articles. The following is a partial list of additional information available.

#### Platinum Related Articles

- [R11379](#) - Platinum Software Overview
- [R11406](#) - Tabs3 Platinum/Platinum SQLResources
- [R11480](#) - All About Tabs3 Connect
- [R11175](#) - Transaction Processing
- [R11386](#) - Platinum Troubleshooting and Technical Information
- [R11182](#) - Tabs3 Billing and PracticeMaster Accelerators
- [R11193](#) - HotBackup Overview
- [R11199](#) - Restoring a HotBackup

- [R11405](#) - Platinum Frequently Asked Questions
- [R11213](#) - Backup Strategy
- [R11400](#) - Outlook Integration Guide (Exchange Connector information)
- [R11596](#) - Configuring the PracticeMaster Platinum Exchange Connector
- [R11597](#) - Troubleshooting the PracticeMaster Platinum Exchange Connector
- [R11660](#) - Platinum SQL Data Encryption
- [R11763](#) - Platinum Data Security
- [R11898](#) - Configuring the PracticeMaster Platinum Exchange Connector for Exchange Online / Microsoft 365
- [R11919](#) - Configuring the Tabs3 Client Portal

## Help Topics

The Help provided with System Configuration contains detailed information regarding Platinum Server configuration windows.

## Tabs3 Support

During working hours you can always get immediate assistance from qualified technicians who have been specifically trained to answer your questions.

### **Tabs3 Support**

**Phone: (402) 419-2210**

**Hours: 8:00 a.m. to 5:00 p.m. (Central Time)**

**Monday through Friday**

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# Operating Platinum Server

This section discusses various ways of operating the Platinum Server, and provides details on how to install and configure Platinum Server as a Windows service.

**Important:** Creation and management of the Platinum services is typically handled by the Tabs3 Software installer. The information in this section is provided for reference purposes. Typically, you will not need to perform any of these steps unless directed to do so by Tabs3 Support or a Tabs3 Consultant.

## Operating Platinum Server as a Service for Windows

Windows supports a special type of process known as a service. A service is a background process that receives special treatment from the operating system. Services may be configured to start automatically at system startup or to start manually by a user. Services typically have no user interface and can continue to run even when no users are logged on to the system. The operating system automatically terminates services at system shutdown or a user can manually terminate them.

For performance reasons, the Platinum Server is configured by default to run as a Windows service. The Windows service for the Platinum Server is also referred to as the STI Server Service. The **STI Server Service** features all of the capabilities and advantages of Windows services described above. As with any service, the STI Server Service will run in the background, will shut down automatically when Windows shuts down, and can be configured to start automatically when Windows starts up.

When Tabs3 Platinum Software is installed, the Platinum Server is automatically configured as a Windows service. The service is configured to start automatically when the file server is started. In the event the service is removed, it can be reinstalled automatically by reinstalling the Tabs3 Software or manually using the command line.

**Accelerator Note:** Tabs3 Billing and PracticeMaster Accelerator technology (including Tabs3 Connect) will perform faster when Platinum Server is run as a Windows Service. This is because when the Platinum Server and Accelerators are run as services, they are able to use the shared memory protocol for communications, which is significantly faster than the TCP/IP protocol used by applications.

## SC.EXE Command-Line Utility

SC.EXE is a command line utility used for managing services that is included with Microsoft Windows. SC.EXE is run from the Platinum server, and uses the following format for commands:

```
sc <Command> "<Service Name>" <Options>
```

The command-line syntax consists of three or more components: the SC executable, a command, and the service name (required). The command is a single entry selected from the table below.

The following commands are available:

create	Create the service.
delete	Delete the service
query	Show current status of the service.
qc	Show current configuration of the service.
config	Configure the service.
start	Start the service
stop	Stop the service.

## Installing the STI Server Service

Although Platinum Server can be run manually from a command-line utility or via the Desktop Interactive Application, for performance reasons, the Platinum Server is configured as a Windows service when the Platinum software is installed. Reinstalling the Platinum software will also install the Platinum Server as a service. The following instructions are provided in case the STI Server Service needs to be created manually.

### ► To install Platinum Server as a Windows Service

**Note:** You must be an Administrator when performing the following procedure.

- From the Platinum Server computer, open an administrative command-line window.
  - In Windows Server 2025, Windows Server 2022, Windows Server 2019, Windows Server 2016, Windows 11, or Windows 10, right-click the **Start** button and select **Command Prompt (Admin)**.

2. Type the following command:

```
sc create "<STI Server Service>" binPath= C:\Tabs3\ctsrvr.exe  
start= auto
```

**Note:** The <STI Server Service> represents the name of the service. The value for binPath is the location of ctsrvr.exe on your server's **local** drive. If the path contains spaces, you will need to place double quotes around the path (e.g., "C:\Financial Software\tabs3\ctsrvr.exe").

3. The message "[SC] CreateService SUCCESS" will be displayed.

**Note:** If Platinum Server is already installed as a Windows service, the message "[SC] CreateService FAILED 1073: The specified service already exists" will be displayed instead.

## Configuring the STI Server Service

Although Platinum Server can be started and stopped manually, we recommend that the service be configured to start automatically. This allows the STI Server Service to automatically start and shut down with Windows. The STI Server Service is configured to start automatically when configured by the Platinum installer or the command line method. If the STI Server Service is not starting automatically, the following methods can be used to change its configuration:

### ► To configure the STI Server Service from a Command Prompt window

1. From the Platinum Server computer, open an administrative command-line window.
  - In Windows Server 2025, Windows Server 2022, Windows Server 2019, Windows Server 2016, Windows 11, or Windows 10, right-click the **Start** button and select **Command Prompt (Admin)**.
2. To determine the current startup configuration of Platinum Server, type the following command:

```
sc qc "STI Server Service"
```

A message similar to the following will be displayed, with the line for "Start Type" indicating the current startup configuration of Platinum Server:

```
[SC] QueryServiceConfig SUCCESS
```

```
SERVICE_NAME: STI Server Service
        TYPE                : 10  WIN32_OWN_PROCESS
        START_TYPE           : 3   DEMAND_START
        ERROR_CONTROL        : 1   NORMAL
        BINARY_PATH_NAME     : C:\Tabs3\ctsrvr.exe
        LOAD_ORDER_GROUP     : None
        TAG                   : 0
        DISPLAY_NAME         : STI Server Service
        DEPENDENCIES         : None
        SERVICE_START_NAME   : LocalSystem
```

3. Type the following command to set the STI Server Service to start automatically:

```
sc config "<STI Server Service>" start= auto
```

**Note:** The <STI Server Service> represents the name of the service.

4. The message "[SC] ChangeServiceConfig SUCCESS" will be displayed.

### ► To configure the STI Server Service from the Services Applet

1. Open the **Services Applet**.
  - a. Click the Start button and type "Services" (without quotes) in the Start menu or screen.
  - b. Double-click the Services app listed in the search results. This will open the Services Applet (*Figure 2*).

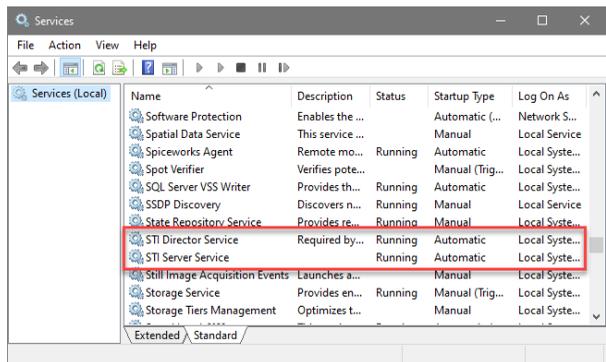


Figure 2, Services Applet

2. Right-click the **STI Server Service** and select **Properties** to open the STI Server Services Properties window (*Figure 3*).
3. On the **General** tab, change the **Startup type** to "Automatic."
4. Click **OK** to close the Properties window.

5. In the Services Applet window, the **Startup Type** column for the STI Server Service will be shown as "Automatic."

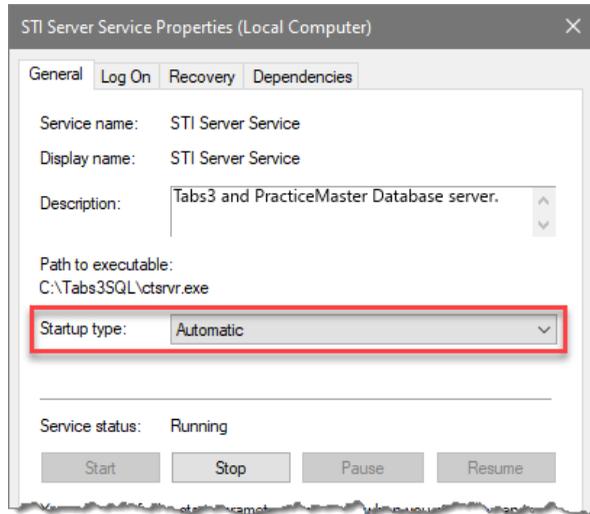


Figure 3, STI Server Service Properties window

## Desktop Interactive Application

The Desktop Interactive Application is the Windows GUI (Graphical User Interface) version of Platinum Server. The STI Server Service can be configured to display it whenever it is started.

## ► To configure the STI Server Service to display the Desktop Interactive Application

1. Open the **Services Applet**.
  - a. Click the **Start** button and type "Services" (without quotes) in the Start menu or screen.
  - b. Double-click the Services app listed in the search results. This will open the Services Applet (*Figure 2*).
2. Right-click the **STI Server Service** and select **Properties** to open the STI Server Services Properties window (*Figure 2*).

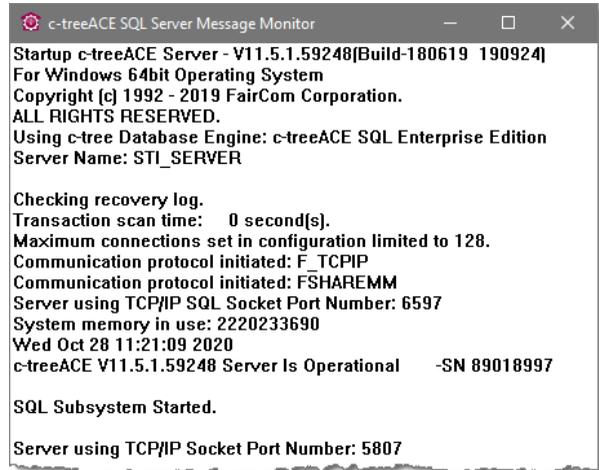


Figure 4, Message Monitor window

3. On the **General** tab, change the **Startup type** to "Automatic."
4. Click **OK** to close the Properties window.
5. In the Services Applet window, the **Startup Type** column for the STI Server Service will be shown as "Automatic."
6. Right-click the **STI Server Service** and select **Properties**.
7. On the **Log On** tab, select the **Allow service to interact with desktop** option.
8. Click **OK** to close the Properties window.

By default, the Desktop Interactive Application displays the Message Monitor window (*Figure 4*), which provides Platinum Server connection information. The Desktop Interactive Application can also be used to stop the Platinum Server (*page 40*).

## Message Monitor Window

The Message Monitor window is displayed by default when running the Desktop Interactive Application. This window is useful for viewing the number of current connections to Platinum Server, and can also be helpful in displaying a visual confirmation that Platinum Server is indeed functioning. The Message Monitor window can be closed

at any time without affecting Platinum Server. To display it again, from the Desktop Interactive Application select **View | Message Monitor Window**.

**Note:** Implementing the DIAGNOSTICS LOGON\_COMM configuration setting (page 44) will cause additional information to be displayed in this window.

## Starting Platinum Server

Once Platinum Server has been configured as an automatic Windows service, Platinum Server will automatically start whenever Windows is started on the file server. However, Platinum Server can also be started using one of the following methods.

**Note:** Platinum Server can only be started from a Command Prompt window or from the Service Applet if it has already been installed as a Windows service.

### ► To start Platinum Server from the Services Applet

1. Open the **Services Applet**.
  - a. Click the **Start** button and type "Services" (without quotes) in the Start menu or screen.
  - b. Double-click the Services app listed in the search results. This will open the Services Applet (Figure 2).
2. Right-click the **STI Server Service** and select **Properties** to open the STI Server Service Properties window (Figure 3).
3. Click the **Start** button.
4. Click **OK** to close the Properties window.
5. Close the Services window.

### ► To start Platinum Server from a Command Prompt window

1. From the Platinum Server computer, open an administrative command-line window.
  - In Windows Server 2025, Windows Server 2022, Windows Server 2019, Windows Server 2016, Windows 11, or Windows 10, right-click the **Start** button and select **Command Prompt (Admin)**.
2. Type the following command:

```
sc start "<STI Server Service>"
```

**Note:** The <STI Server Service> represents the name of the service.

3. A message similar to the following will be displayed.

```
SERVICE_NAME: STI Server Service
              TYPE                : 10  WIN32_OWN_PROCESS
              STATE                : 2  START_PENDING
                                   (NOT_STOPPABLE, NOT_PAUSABLE, IGNORES_
SHUTDOWN)
              WIN32_EXIT_CODE      : 0  (0x0)
              SERVICE_EXIT_CODE   : 0  (0x0)
              CHECKPOINT          : 0x0
              WAIT_HINT           : 0x0
```

#### ► To start Platinum Server via the Desktop Interactive Application

1. Using Windows Explorer, navigate to the directory where Platinum Server is installed.
2. Double-click the CTSRVR.EXE file.

## Stopping Platinum Server

The following methods can be used to stop Platinum Server.

**Note:** Platinum Server can only be stopped from a Command Prompt window or from the Service Applet if it has already been installed as a Windows service.

**Warning:** Stopping Platinum Server when active connections are present can cause data corruption. It is strongly recommended that all users exit all Tabs3 Platinum Software applications before stopping Platinum Server. Stopping Platinum Server from the Desktop Interactive Application is the only method that warns you of active connections before Platinum Server is stopped.

► **To stop Platinum Server from the Services Applet**

1. Open the **Services Applet**.
  - a. Click the **Start** button and type "Services" (without quotes) in the Start menu or screen.
  - b. Double-click the Services app listed in the search results. This will open the Services Applet (*Figure 2*).
2. In the Services Applet window, the **Startup Type** column for the STI Server Service will be shown as "Automatic."
3. Right-click the **STI Server Service** and select **Stop**.

► **To stop Platinum Server from a Command Prompt window**

1. From the Platinum Server computer, open an administrative command-line window.
  - In Windows Server 2025, Windows Server 2022, Windows Server 2019, Windows Server 2016, Windows 11, or Windows 10, right-click the **Start** button and select **Command Prompt (Admin)**.
2. Type the following command:

```
sc stop "STI Server Service"
```

**Note:** The <STI Server Service> represents the name of the service.

3. A message similar to the following will be displayed.

```
SERVICE_NAME: STI Server Service
      TYPE                : 10  WIN32_OWN_PROCESS
      STATE                : 3   STOP_PENDING
                          (STOPPABLE, NOT_PAUSABLE, ACCEPTS_
PRESHUTDOWN)
      WIN32_EXIT_CODE      : 0   (0x0)
      SERVICE_EXIT_CODE   : 0   (0x0)
      CHECKPOINT          : 0x0
      WAIT_HINT           : 0x0
```

► **To stop Platinum Server from the Desktop Interactive Application**

1. From the Desktop Interactive Application, select the **Control** menu.
2. Select **Shutdown**.
3. You will be prompted for an Administrator User ID and Password. Enter "STADMIN" in both the **Administrator User** and **Password** fields, then click **OK**.

**Note:** The password is case sensitive.

4. A message will be displayed indicating the number of users currently logged on. This represents the number of active connections present. Click **OK** to confirm you want to stop Platinum Server.

## Displaying the Status of the STI Server Service

The current status of the STI Server Service can be determined using one of the following methods.

► **To display the current status of Platinum Server from the Services Applet**

1. Open the **Services Applet**.
  - a. Click the **Start** button and type "Services" (without quotes) in the Start menu or screen.
  - b. Double-click the Services app listed in the search results. This will open the Services Applet (*Figure 2*).
2. Highlight the **STI Server Service**. The **Status** column will show "Started" if the server is running. Otherwise, it will be blank if the server is not running.

**Note:** You may need to refresh the Services window (**Action | Refresh**) to update the status of the STI Server Service.

► **To display the current status of Platinum Server from a Command Prompt window**

1. From the Platinum Server computer, open an administrative command-line window.
  - In Windows Server 2025, Windows Server 2022, Windows Server 2019, Windows Server 2016, Windows 11, or Windows 10, right-click the **Start** button and select **Command Prompt (Admin)**.

2. Type the following command:

```
sc query "<STI Server Service>"
```

**Note:** The <STI Server Service> represents the name of the service.

3. A message similar to the following will be displayed.

```
SERVICE_NAME: STI Server Service
        TYPE                : 10  WIN32_OWN_PROCESS
        STATE                : 4   RUNNING
                               (STOPPABLE, NOT_PAUSABLE, ACCEPTS_
PRESHUTDOWN)
        WIN32_EXIT_CODE      : 0   (0x0)
        SERVICE_EXIT_CODE   : 0   (0x0)
        CHECKPOINT          : 0x0
        WAIT_HINT           : 0x0
```

## Platinum Performance Monitoring Utilities

Three performance monitoring tools are included in the Platinum installation. These FairCom utilities are installed in the **Unsupported** directory of the Current Working Directory on the Tabs3 Platinum server computer.

- **c-treeACEMonitor.exe** - a client tool designed to monitor and report Server activity. It can be useful to check events, configuration settings, connected users and much more. *(Note: One advantage of the c-treeACEMonitor tool is the ability to track connections to the STI Server that aren't displayed in the Active User List.)*
- **c-treeGauges.exe** - a client-side utility designed to display a wide array of performance metrics for analyzing the performance of the Platinum Server.
- **c-treePerfMon.exe** - a tool designed to provide performance graphs showing Platinum data throughput activity.

**Important Note:** These utilities are provided for informational purposes only, and are not supported by Tabs3 Support. FairCom documentation is included in the installation.

**Note:** These tools can be accessed from the server or your local workstation. If you will be accessing the tools from your workstation, we recommend copying the entire contents of the **Unsupported** directory to your workstation in order to retain access to the built-in help system.

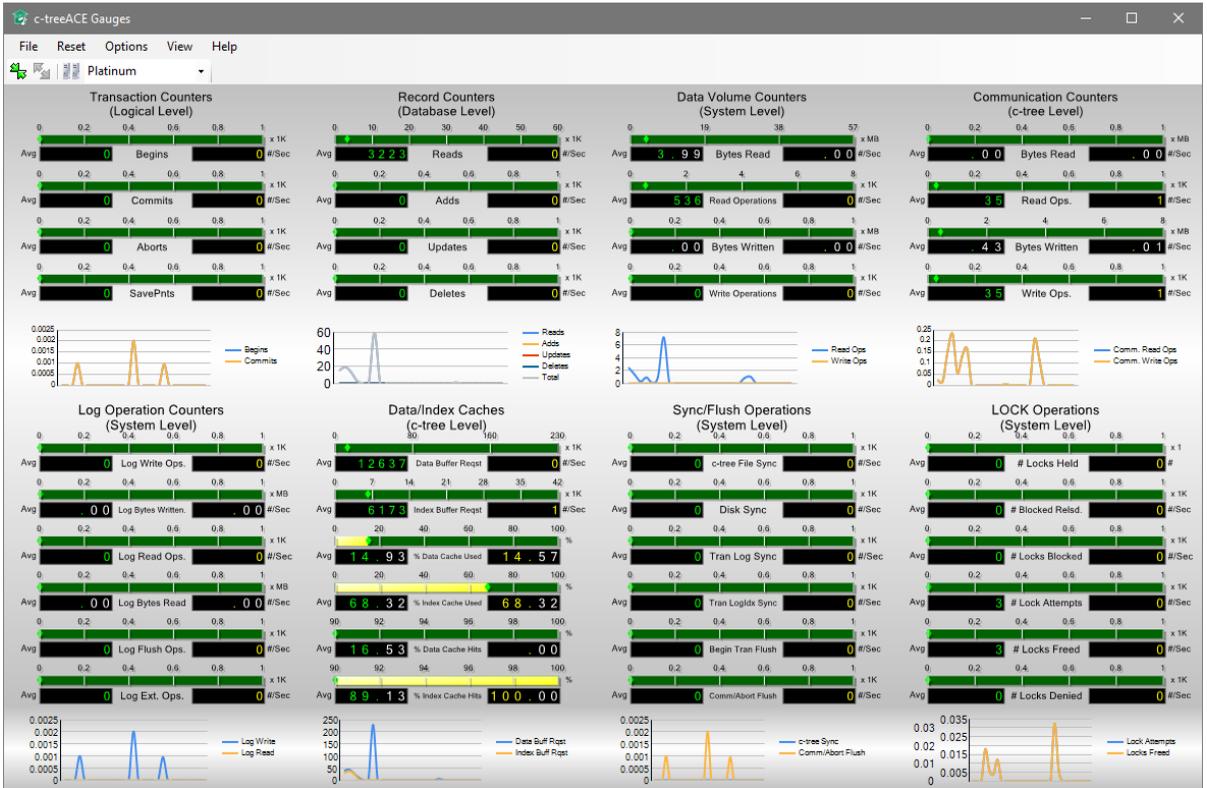


Figure 5, c-treeACE Gauges utility (Advanced View)

When launching these utilities, you will be prompted for the following information:

**Server Name:**

Enter "STI\_SERVER". (If you have modified your server's name in STSRVR.CFG and CTSRVR.CFG, use that name instead.)

**Machine Name:**

If you are accessing the utility from the server, enter "localhost". If you are accessing the utility from another computer, enter the server's network name or IP address.

**User Name:**

Enter "STADMIN".

**User Password:** Enter "STADMIN".

**Note:** Both c-treeACE Gauges and c-treeACE Monitor can store server information for future use using the Servers Manager (**File | Servers Manager**). You will need to reenter the server information each time you use c-treePerfMon.



Figure 6, c-treeACE Gauges utility (Classic View)

Server Options Tools Help

Platinum

Snapshot Favorites System Configuration IO Performances Function Timing System Monitor  
Active Connections Files / Locks Files Stats Files History System Snapshot User Snapshot Sql Snapshot

Show by Type  
 All  SQL  Isam  Show "Internal" (Server Managed)

Task #	User Name	Client IP Address	Node ID Info	Last Function	Active
24	STADMIN	192.168.200.201	1171 \\KARI10-...	CLIFIL	no
26	STADMIN	192.168.200.212	1175 \\ANGEL...	CLIFIL	no
27	STADMIN	192.168.200.210	1177 \\FRANK...	TRANEND	no
28	STADMIN	192.168.200.68	1181 \\JONP-P...	CLIFIL	no
30	STADMIN	192.168.200.54	1185 \\JASON...	CLSICON	no
31	STADMIN	192.168.200.67	1179 \\NINA-P...	TRANEND	no
32	STADMIN	192.168.200.203	1187 \\BRADL...	CLIFIL	no
33	STADMIN	192.168.200.52	1189 \\MATTW...	CLIFIL	no

Ready | Connected as : STADMIN Total Connections = 29 ( SQL = 0 - ISAM = 29 ) Last Update Time : 10/30/...

Figure 7, c-treeACE Monitor Utility

## Troubleshooting

This section identifies possible problems that may be encountered when starting Platinum Server, and ways to solve them. Additional troubleshooting information, including possible error messages, can be found in our Knowledge Base in Article [R11386](#) - "Platinum Troubleshooting and Technical Information" at

***support.Tabs3.com***

## Problems Starting the STI Server Service

If the STI Server Service fails to start, it returns a service-specific error, and logs a message to the Windows application event log. This information can be used to diagnose problems with the STI Server Service. The following is an example of the output from a failed startup when starting the STI Server Service using the command-line utility. The service-specific error is displayed as the "SERVICE\_EXIT\_CODE".

```
SERVICE_NAME: STI Server Service
TYPE           : 10  WIN32_OWN_PROCESS
STATE          : 1   Stopped
WIN32_EXIT_CODE : 0   (0x0)
SERVICE_EXIT_CODE : 2   (0x2)
CHECKPOINT     : 0x0
WAIT_HINT      : 0x0
```

Figure 8 lists service-specific error codes returned by the STI Server Service, the cause, and a resolution for each error.

Error Code	Cause	Resolution
0	Platinum Server is already running via the Desktop Interactive Application ( <i>page 37</i> ).	Shut down the Desktop Interactive Application, and start the service again.
2	The required CTSRVR.CFG file is invalid ( <i>page 67</i> ), usually due to editing it via a word processor instead of a text editor.	Rename the existing CTSRVR.CFG file, and reinstall the Platinum Server Software to create a new CTSRVR.CFG file.

Figure 8, STI Server Service Errors

## Problems Starting the Desktop Interactive Application

If an error occurs when attempting to start the Desktop Interactive Application, the message "Server Operation Now Stopped" will be displayed. This message is displayed for one of the following reasons.

- The STI Server Service is currently running.
- The required CTSRVR.CFG file located in the Current Working Directory is invalid, usually due to editing it via a word processor instead of a text editor.

If the STI Server Service is currently running, it must be stopped before attempting to start Platinum Server via the Desktop Interactive Application. If the required CTSRVR.CFG

file is invalid, rename it and reinstall the Platinum Server software to create a new CTSRVR.CFG file.

---

## HotBackup

HotBackup is a feature unique to Tabs3 Platinum Software that allows all data files to be backed up while they are in use. In database terminology, data is considered “hot” when it is live and accessible to all users. Therefore, backing up data in this state is considered a “hot” backup.

Non-Platinum editions of the Tabs3 Software include the Back Up Data Files utility. This utility is used to create a temporary backup of the data files for all software products installed in the Current Working Directory. However, the Back Up Data Files utility requires all users to exit the software before proceeding. HotBackup replaces the Back Up Data Files utility with a significantly improved method of creating a temporary backup, and introduces several new features along with it.

The main highlights of HotBackup are as follows:

### **Background Processing**

HotBackup has the ability to create a backup while users are accessing the data files. It does this in the background without interrupting any work in progress.

### **File and Folder Management**

You can configure HotBackup to maintain as many backups as you want (up to 99), as well as the number of backups to archive (up to 99). In addition, you can define the location in which backups are stored.

### **User-Friendly Scheduling**

HotBackup includes a straightforward scheduling system, allowing you to determine the times and days of the week for recurring HotBackups. These scheduled HotBackups are performed automatically without user intervention or the need to have the Tabs3 Software open.

### **Email Notification**

An unlimited number of customized email messages can be configured to be sent in the event a HotBackup fails or succeeds. These messages can be sent to as many user-defined email recipients as you want.

**Note:** The HotBackup utility is used to make a temporary backup of the data files for all software products installed in the Current Working Directory. This includes System Configuration, Tabs3 Billing, PracticeMaster, Trust, AP, and GL. All GL clients are included in the HotBackup.

## ***HotBackup vs. Third-Party Backup***

**Caution:** HotBackup creates temporary data backups and it is not intended to replace your regular backup procedures. It is important to make sure that regular backups are kept off site in case of hardware failure, theft, flood, etc.

Discussion and recommendations for backup strategy can be found beginning on page 30.

## ***Configuring HotBackup***

Configuration of HotBackup is done in System Configuration. These configuration settings are located in the Platinum Server Configuration window (**Platinum | Platinum Configuration**). After installing the Tabs3 Platinum Software, we recommend reviewing the settings on the **HotBackup Folder** tab of this window. You may choose to keep these settings, or you may modify them to better suit your needs.

## **Platinum Server Configuration**

The Platinum Server Configuration window (**Platinum | Platinum Server Configuration**) is accessible from System Configuration.

This window contains all settings related to HotBackup, STI Director, and the Tabs3 Billing/PracticeMaster Accelerators. The following is a brief overview of the Platinum Server Configuration window. Detailed information regarding individual settings is available in the Help provided with the System Configuration software.

### **HotBackup Schedule**

The **HotBackup Schedule** tab (*Figure 9*) displays a list of scheduled HotBackups. It is used to create or delete scheduled HotBackups, as well as temporarily suspend scheduled HotBackups. HotBackups can be scheduled for varying times of the day on weekdays, every day of the week, or specific days of your choosing.

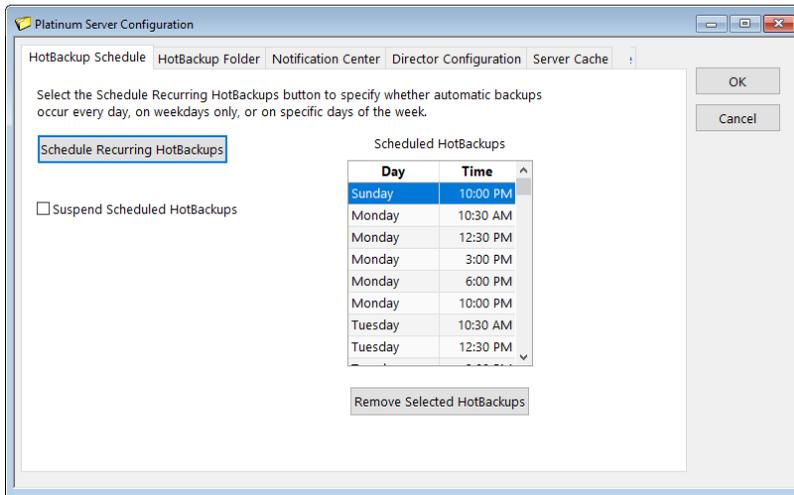


Figure 9, HotBackup Schedule

## Schedule Recurring HotBackups

The Schedule Recurring HotBackups window (Figure 10) is used to schedule one or more HotBackups. It is accessed via the **Schedule Recurring HotBackups** button on the **HotBackup Schedule** tab (Figure 9).

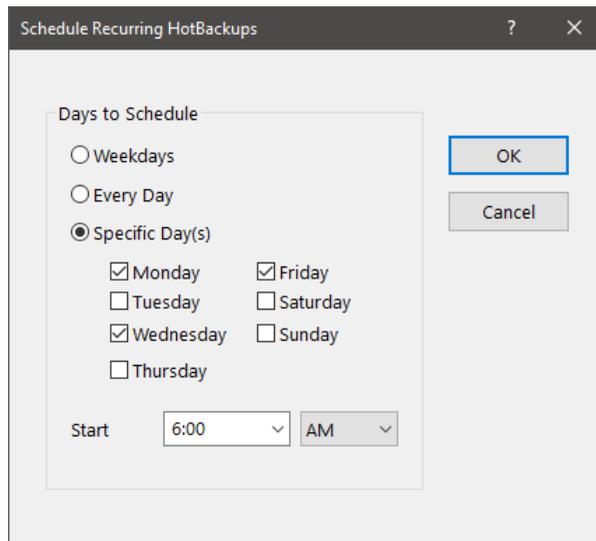


Figure 10, Schedule Recurring HotBackups

## HotBackup Folder

The **HotBackup Folder** tab (Figure 11) is used to configure the location where HotBackups are stored, as well as the number of HotBackups to maintain at one time. By default, the **HotBackup Folder** is defined as "C:\HotBackup", and the **Number of Successful HotBackups to Keep** is set at 4 **Recent** and 2 **Archive** (i.e., 6 total). Valid syntax for the HotBackup Folder is:

[driveletter]:\[foldername]

Detailed information regarding these settings can be found in the Help provided with the System Configuration software, and the Directory Structure section of this guide (page 55).

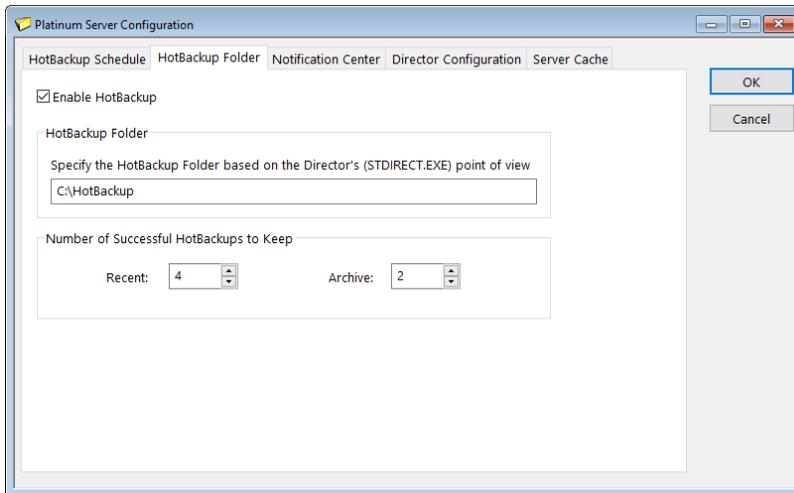


Figure 11, HotBackup Folder

## Notification Center

The **Notification Center** tab (Figure 12) is used to configure email messages that can be sent automatically to various recipients in the event a HotBackup fails or succeeds. Selectable variables allow unique descriptions and subject lines to be created automatically when a message is sent.

**Note:** Configuring email messages to notify recipients of successes and failures provides a powerful built-in safeguard feature. We recommend that at least one email message be defined for failures so that the appropriate personnel are notified in the event there are problems.

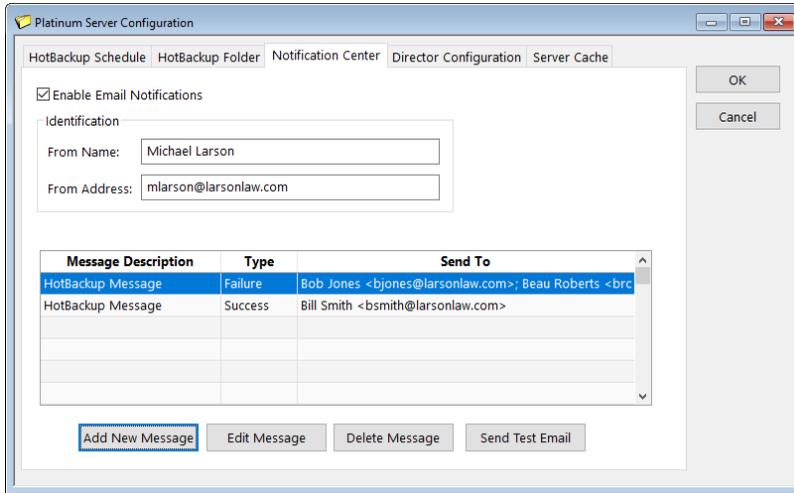


Figure 12, Notification Center

## Outgoing Email Configuration

The Outgoing Email Configuration window (**Settings | Outgoing Email Configuration**) (Figure 13) is used to configure the settings necessary to send email messages. It is accessible from System Configuration.

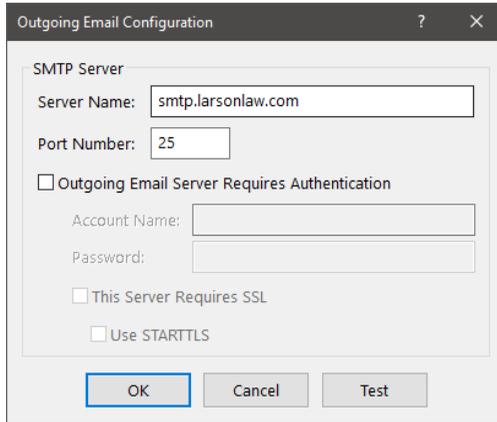


Figure 13, Outgoing Email Configuration

## Notification Message

The Notification Message window (Figure 14) is used to add a new email message, or edit an existing one. It is accessed via the **Add New Message** and **Edit Message** buttons on the **HotBackup Notification** tab (Figure 12).

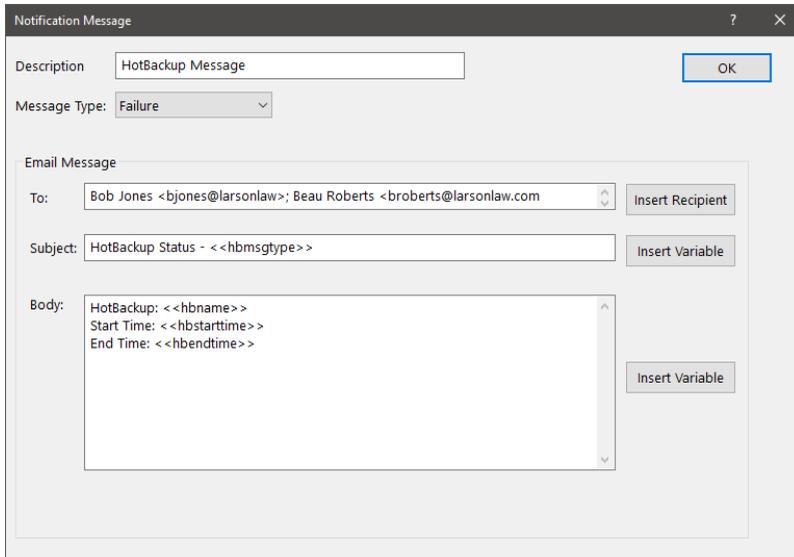


Figure 14, Notification Message

## Directory Structure

The HotBackup folder defined on the HotBackup Folder tab (*page 36*) of the Platinum Server Configuration window is the parent directory where HotBackups are stored. Within this directory are the following three folders:

### Archive Folder

This folder contains older HotBackups that were previously in the Recent folder, and acts as a convenient means of archiving HotBackups. As new HotBackups are added to the Recent folder, older HotBackups are moved to the Archive folder. The number of HotBackups maintained within this folder is determined by the Archive field on the HotBackup Folder tab (*page 36*). When that limit is exceeded, the oldest HotBackup in this folder is deleted.

### Failed Folder

HotBackups originate from this folder. Upon successful completion, the HotBackup is moved to the Recent folder. If a HotBackup does not complete successfully, it remains in this folder. A failed HotBackup is deleted automatically when a newer successful HotBackup is deleted either automatically or via the HotBackup Vault window (*page 56*).

### Recent Folder

This folder contains the most current HotBackups. The number of HotBackups maintained within this folder is determined by the **Recent** field on the **HotBackup Folder** tab (*page 52*). When that limit is exceeded, the oldest HotBackup in this folder is moved to the Archive folder.

Which folder a HotBackup is stored in (i.e., Archive, Failed, or Recent) depends on the successfulness of a HotBackup, and the settings for the **Recent** and **Archive** fields as defined on the **HotBackup Folder** tab of the Platinum Server Configuration window (*page 52*). The main benefit for

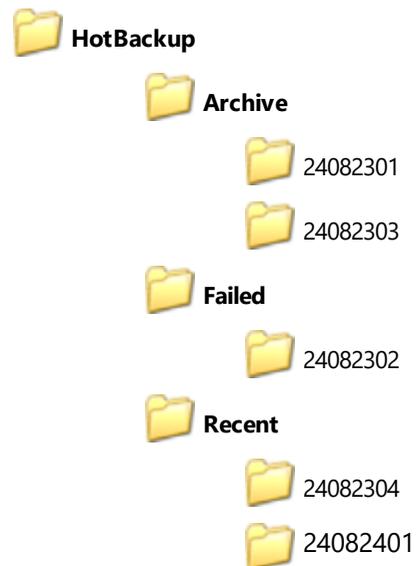


Figure 15, HotBackup directory structure configured to use "2" for **Recent** and "2" for **Archive**

storing HotBackups in this manner is it makes it very convenient to maintain regular external backups.

For example, suppose you want to maintain 10 HotBackups at any one time, but you want your nightly process to only back up the 3 most recent HotBackups. In this case, you would set the **Recent** field to "3", the **Archive** field to "7", and configure your nightly process to back up just the contents of the Recent folder. Doing this allows you to maintain 10 total HotBackups (i.e., 3 in the Recent folder, plus 7 in the Archive folder), while the 3 most recent HotBackups will always be in the Recent folder.

## Naming Convention

Within each folder, HotBackups are stored using the following date-based naming convention: YYMMDD##, where "##" is a number from "01" to "99". This numbering system is used for multiple HotBackups that are created on the same day. For example, the first HotBackup created on August 23, 2024 will be named "24082301"; and the second HotBackup made on that same day will be named "24082302".

**August 23, 2024**



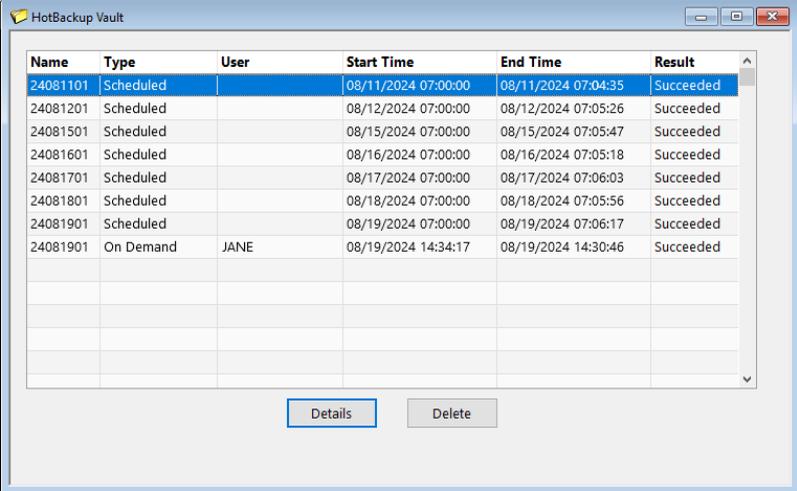
**08/23/24**

<b>24</b>	<b>08</b>	<b>23</b>	<b>01</b>
Year	Month	Day	Num

*Figure 16, HotBackup Naming Convention*

## HotBackup Vault

The HotBackup Vault window lists all HotBackups located in the HotBackup folder. This includes both successful and unsuccessful (i.e., failed) HotBackups. It is accessed from System Configuration, via the Platinum menu option (**Platinum | HotBackup Vault**).



The screenshot shows the HotBackup Vault application window. It contains a table with the following columns: Name, Type, User, Start Time, End Time, and Result. The table lists several backup records, with the first one selected. Below the table are two buttons: 'Details' and 'Delete'.

Name	Type	User	Start Time	End Time	Result
24081101	Scheduled		08/11/2024 07:00:00	08/11/2024 07:04:35	Succeeded
24081201	Scheduled		08/12/2024 07:00:00	08/12/2024 07:05:26	Succeeded
24081501	Scheduled		08/15/2024 07:00:00	08/15/2024 07:05:47	Succeeded
24081601	Scheduled		08/16/2024 07:00:00	08/16/2024 07:05:18	Succeeded
24081701	Scheduled		08/17/2024 07:00:00	08/17/2024 07:06:03	Succeeded
24081801	Scheduled		08/18/2024 07:00:00	08/18/2024 07:05:56	Succeeded
24081901	Scheduled		08/19/2024 07:00:00	08/19/2024 07:06:17	Succeeded
24081901	On Demand	JANE	08/19/2024 14:34:17	08/19/2024 14:30:46	Succeeded

Figure 17, HotBackup Vault

## Restore HotBackup

The Restore HotBackup feature lets you restore a HotBackup to the original folder on the server or to an alternate folder. Restoring a HotBackup is performed by manually running the HBRESTORE.EXE file located within the HotBackup directory you want to restore.

Running the HBRESTORE.EXE file will launch the Restore HotBackup Wizard, which will walk you through the Restore HotBackup process.

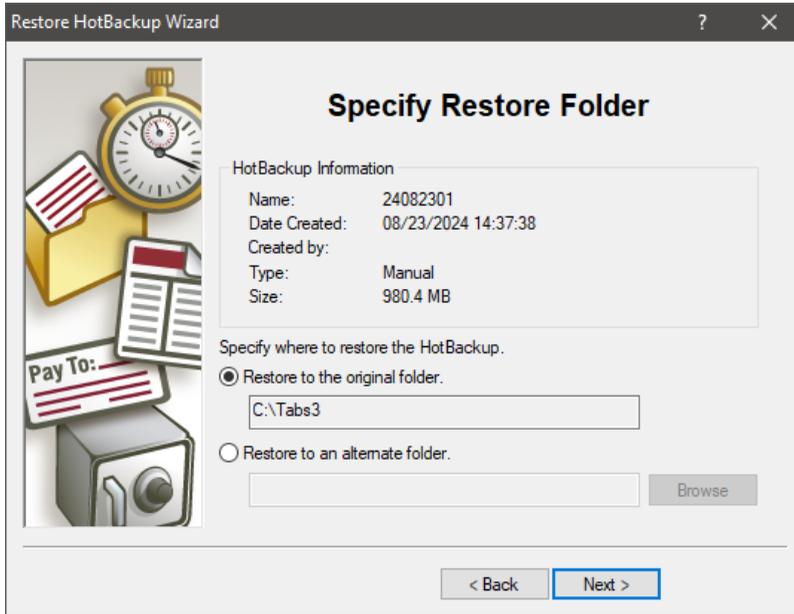


Figure 18, Restore HotBackup Wizard

When restoring to the original folder, you must restore from the server. Additionally, all users must exit all Tabs3 Software applications and the STI Server service must be stopped.

### ► To restore a HotBackup

1. Open Windows Explorer.
2. Navigate to the folder with the HotBackup you want to restore.
3. Double-click the HBRESTORE.EXE file.

For example, if you want to restore the first HotBackup made on August 23, 2024 and your HotBackup folder is set as C:\HOTBACKUP on the file server, then you must first locate the 24082301 HotBackup located in either the Archive or the Recent folder. Assuming it is in the Archive folder, you would double-click the HBRESTORE.EXE file located in the following folder to begin the HotBackup Restore process:

```
C:\HOTBACKUP\ARCHIVE\24082301\BACKUP
```

**Note:** The HotBackup folder is defined on the **HotBackup Folder** tab of the Platinum Server Configuration window in System Configuration (*page 52*).

For additional information on restoring a HotBackup, refer to Knowledge Base Article [R11199](#), "Restoring a HotBackup" at [support.Tabs3.com](http://support.Tabs3.com).

## ***Restoring to an Alternate Folder***

When restoring to an alternate folder, you can restore from the server or any other computer. The alternate folder specified must be an empty folder or a new folder. Restoring a HotBackup to an alternate folder is for testing purposes only. After restoring to an alternate folder, you will need to temporarily install the Tabs3 Software to the alternate location in order to test your data. This temporary installation will be run as a non-Platinum edition of the software.

When specifying the alternate folder, it **must** use the form of [driveletter]:\[foldername]. The folder name cannot include spaces.

## **Troubleshooting**

HotBackup troubleshooting and technical information can be found in our Knowledge Base in Article [R11193](#) - "HotBackup Overview" at:

***support.Tabs3.com***

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# Encryption

The Platinum SQL Data Encryption utility is used to encrypt Tabs3 Software data files that may contain sensitive information. Once data files are encrypted, they can only be read by the Tabs3 Platinum SQL software. You can determine the current encryption status of the software by checking the Data Encryption field of the About... window (From the Quick Launch, search for and select "About <Application>").

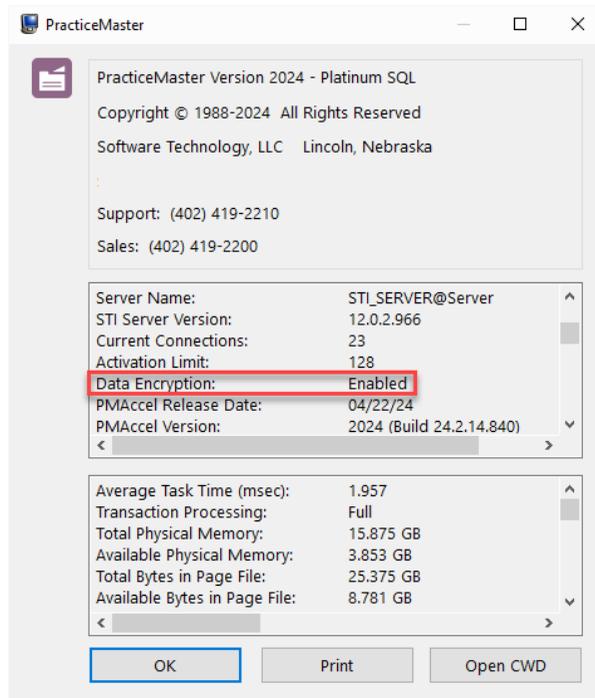


Figure 19, System Configuration Help | About window

## Enabling and Removing Encryption

The process of encrypting or removing encryption from the data can be time-consuming due to the amount of data that must be processed. Therefore we recommend always performing the process on the Platinum server rather than a workstation.

**Note:** You must have manager rights in order to access the Data Encryption Utility. Additionally, the encryption process is a Super Exclusive function, meaning no other users can access any portion of the Tabs3 Software while the process is occurring.

► **To encrypt the data files**

1. Have all users exit the Tabs3 Software.
2. From the Platinum server computer, launch System Configuration and select **Platinum | Data Encryption**.
  - a. Select **Encrypt** and click **Next**.
  - b. Select the **Yes, encrypt the data** check box.
  - c. Click **Next** to begin the encryption process.
3. Upon completion, click **OK**.

► **To remove data encryption**

1. Have all users exit the Tabs3 Software.
2. From the Platinum server computer, launch System Configuration and select **Platinum | Data Encryption**.
  - a. Select **Remove Encryption** and click **Next**.
  - b. Select the **Yes, remove the data encryption** check box.
  - c. Click **Next** to begin the encryption removal process.
3. Upon completion, click **OK**.

**Note:** Additional information regarding the encryption feature can be found in Knowledge Base Article [R11660](#), "Platinum SQL Data Encryption."

---

## Configuring Platinum Server

Two Platinum Server configuration files are installed in the Current Working Directory during the installation process:

- STSRVR.CFG
- CTSRVR.CFG

These files maintain various settings that affect the performance and function of Platinum Server. Typically, these files are not edited, but they can be used to customize your installation. They can be viewed and edited with a text editor such as Notepad.

**Note:** Some settings are preceded by a semi-colon, indicating that they are "commented" out (i.e., turned off). These settings are ignored by Platinum Server and are not implemented. To use these particular settings, simply remove the semi-colon. Likewise, if you want to disable a setting, simply add a semi-colon to the front of it.

## STI Director

When Platinum Server is installed, an additional Windows service known as the STI Director Service is also installed. Generally speaking, STI Director assists with communicating specific information between Platinum Server and the various workstations. This service must be running in order for the Platinum Server to function properly.

Although the default settings installed for STI Director are adequate for most installations, it is recommended that you review these settings to ensure no additional customization is necessary.

Configuring and controlling the STI Director Service is done via the Windows Control Panel. From the Control Panel, select **STI Director Service**, which will open the STI Director Service Configuration window .

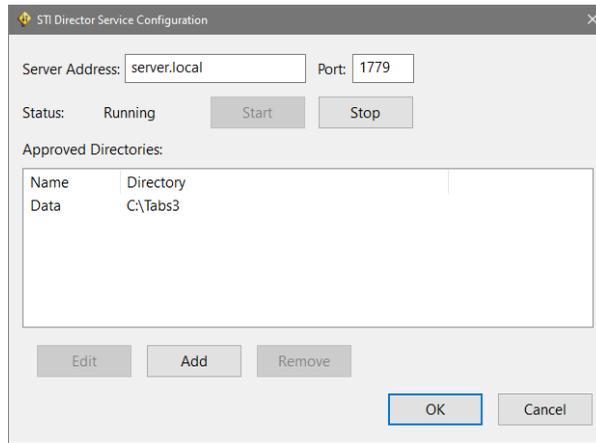


Figure 20, STI Director Service Configuration window

The following options are displayed in the STI Director Service Configuration window:

**Server Address** The computer name or IP address of the file server.

**Port** The port number through which STI Director is accessed (*page 25*). The default is 1779.

**Note:** The **Server Address** and **Port** must be exactly the same as the values defined respectively before and after the colon in the second line of the STSRVR.CFG file. For example, if the second line is F\_SERVER:1779, then the **Server Address** must be F\_SERVER and the **Port** must be 1779.

**Status** The current operational status of the STI Director Service, indicated as either Starting, Running, or Stopped.

**Start/Stop** The **Start** and **Stop** buttons can be used to start and stop the STI Director Service.

**Warning:** Stopping the STI Director Service can result in fatal errors and failed HotBackups. Do not stop the STI Director Service unless absolutely necessary.

## Approved Directories

The list of directories that STI Director has access to. This list must contain the location of your Tabs3 Software data files. Directories must be specified based on the server's point of view. Do not use mapped drives, network drive designations, or UNC paths. Although allowed, STI Director cannot recognize these designations and will cause unexpected results.

When the Platinum Server software is first installed, the following approved directory is defined:

Data     *your installation directory* (i.e., C:\TABS3)

**Note:** In System Configuration, the value for the **Data Directory** field on the **Director Configuration** tab of the Platinum Server Configuration window (**Platinum | Platinum Server Configuration**) must be listed here as an approved directory. See page 49 for additional information.

## Edit/Add/Remove

The **Edit**, **Add**, and **Remove** buttons can be used to modify the list of approved directories.

## OK/Cancel

The **OK** and **Cancel** buttons can be used to save or discard your changes.

**Note:** The **OK** and **Cancel** buttons have no effect on the operational status of the service. For example, if you stop the STI Director Service and then select **Cancel**, the service will remain stopped.

Before making any changes to the STI Director Service, verify that all users have exited the Tabs3 Software, and that a HotBackup is not in progress. Although you do not have to stop the STI Director Service prior to changing its settings, you do need to restart the service in order for changes to take affect. You will be prompted to restart the service if any changes are detected.

## Director Configuration and Accelerators

The **Director Configuration** tab (Figure 21) in **Platinum | Platinum Server Configuration** is used to configure various options for the STI Director and the Tabs3 Billing and PracticeMaster Accelerators. The default settings are determined when the Platinum Server software is first installed. Click the **Advanced** button to manually configure the Tabs3 Billing and PracticeMaster Accelerator settings.

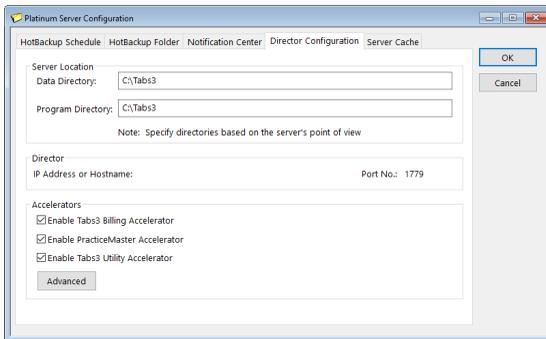


Figure 21, Director Configuration

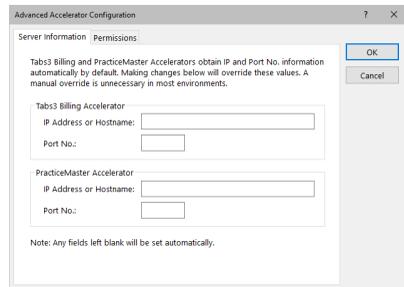


Figure 22, Advanced Accelerator Configuration

## Displaying the Status of the STI Director Service

The STI Director Service is automatically started when the software is installed and typically does not need to be stopped. For troubleshooting purposes, it may be necessary to verify whether the STI Director Service is running. The current status of the STI Director Service can be determined using one of the following methods.

### ► To display the current status of STI Director Service from the Services Applet

1. Open the **Services Applet**.
  - a. Click the **Start** button and type "Services" (without quotes) in the Start menu or screen.
  - b. Double-click the Services app listed in the search results. This will open the Services Applet.
2. Highlight the **STI Director Service**. The **Status** column will show "Started" if the server is running. Otherwise, it will be blank if the server is not running.

**Note:** You may need to refresh the Services window (**Action | Refresh**) to update the status of the STI Director Service.

► **To display the current status of STI Director from a Command Prompt window**

1. From the Platinum Server computer, open an administrative command-line window.
  - In Windows Server 2022, Windows Server 2019, Windows Server 2016, Windows 11, or Windows 10, right-click the **Start** button and select **Command Prompt (Admin)**.
2. Type the following command:

```
sc query "<STI Director Service>"
```

**Note:** The <STI Director Service> represents the name of the service.

4. A message similar to the following will be displayed.

```
SERVICE_NAME: STI Director Service
              TYPE                : 10  WIN32_OWN_PROCESS
              STATE                : 4  RUNNING
                                   (STOPPABLE, NOT_PAUSABLE, ACCEPTS_
SHUTDOWN)
              WIN32_EXIT_CODE      : 0  (0x0)
              SERVICE_EXIT_CODE   : 0  (0x0)
              CHECKPOINT           : 0x0
              WAIT_HINT            : 0x0
```

## ***Stopping and Starting the STI Director***

Under normal day to day operation, it typically is not necessary to stop or start the STI Director. It is not necessary to stop the STI Director to make a third-party backup. If you shut down the Platinum Server, it is not necessary to stop the STI Director.

It may become necessary to stop or start the STI Director Service due to configuration changes or for troubleshooting purposes. If you do need to stop or start the STI Director Service, you can do so using the same procedures used to stop and start the STI Server Service, as documented on page 21. Simply replace the service name of "STI Server Service" with "STI Director Service".

**Note:** Stopping the STI Director Service while users are in the software or a HotBackup is running can result in fatal errors and failed HotBackups.

## STSRVR.CFG

The STSRVR.CFG file is an ASCII text file that consists of two lines. The following is an example of what the contents of a Windows STSRVR.CFG file might look like:

```
STI_SERVER@FS1
FS1:1779
```

The information in the STSRVR.CFG file is used by the Tabs3 Software applications to communicate with Platinum Server and STI Director. This information is automatically written to this file when the Platinum Server software is installed.

On the first line, the portion before the @ character must be "STI\_SERVER". The portion following the @ character represents the computer name or IP address of the file server where Platinum Server is installed.

On the second line, the portion before the colon represents the computer name or IP address of the file server where Platinum Server is installed. The portion following the colon represents the port number through which STI Director is accessed.

**Note:** The server name in the STSRVR.CFG file is case sensitive, and must match the server name in the CTSRVR.CFG file exactly.

**Note:** There may be other instances where the automatic detection of the server name may be incorrect (e.g., if there are two network adapters installed on the file server or the computer serves in a dual server capacity). If this is the case, it will be necessary to manually edit the STSRVR.CFG file.

## CTSRVR.CFG

The CTSRVR.CFG file is an ASCII text file consisting of multiple lines. The following is an example of what the contents of a CTSRVR.CFG file looks like:

```
DAT_MEMORY           125 (1400MB for 64-bit)
IDX_MEMORY           75 (700MB for 64-bit)
;DIAGNOSTICS         LOGON_COMM
SERVER_NAME          STI_SERVER
COMM_PROTOCOL        F_TCPIP
COMM_PROTOCOL        FSHAREMM
```

```

SQL_DATABASE (SQL-only)          TABS3
SQL_OPTION (SQL-only)           LOAD_CALLBACK_LIB
SQL_OPTION (SQL-only)           PARTIAL_SEG
SQL_OPTION (SQL-only)           DB_CASE_INSENSITIVE
SETENV (SQL-only)               TPE_MM_SWAPSIZE=2097151
SETENV (SQL-only)               TPE_MM_SWAPSIZE=4192
CPU_AFFINITY                     0,1,2,3
PAGE_SIZE                        65536
FILES                            4011
COMPATIBILITY                    TCPIP_CHECK_DEAD_CLIENTS
DEAD_CLIENT_INTERVAL            180
ITIM_RETRY_DEFER                50
ITIM_RETRY_LIMIT                100
IO_ERROR_BLOCK_SIZE             65536
IO_ERROR_BLOCK_RETRY            600
IO_ERROR_BLOCK_SLEEP            100
COMPATIBILITY                    NO_COMMIT_READ_LOCK
COMPATIBILITY                    OPEN_SHARE_RW
SUPPRESS_PATH_IN_IFIL           NO
;DYNAMIC_DUMP_DEFER             10
SYSLOG                           DYNAMIC_DUMP
SYSLOG                           DYNAMIC_DUMP_FILES
SYSLOG                           LOGFAIL_PURGE
CTSTATUS_MASK                   DYNAMIC_DUMP_FILES
CTSTATUS_SIZE                   5242800
CTSTATUS_MASK                   WARNING_FCRP_ERR
CTSTATUS_MASK                   VDP_ERROR
CTSTATUS_MASK                   WARNING_PAGESIZE
LOG_SPACE                        100
LOG_ENCRYPT                       YES
OPENSSL_ENCRYPTION (SQL-only)   NO
CONNECTIONS                     1024
;SKIP_MISSING_FILES             YES
GUEST_LOGON (32-bit only)       YES

```

Figure 23, CTSRVR.CFG File

The majority of these settings do not need to be modified, and will be sufficient for most firms. However, the following section describes those settings that can be modified for your installation. Comments regarding the various settings are provided in the default

CTSRVR.CFG file, although they are not shown here. Additionally, detailed information about all settings in the CTSRVR.CFG file can be found in our Knowledge Base in Article [R11644](#), "CTSRVR.CFG Configuration File" at [support.Tabs3.com](http://support.Tabs3.com).

**Note:** Changes made to CTSRVR.CFG do not take affect until the next time Platinum Server is started.

## COMPATIBILITY

The LARGE\_CACHE setting allows memory settings to be specified in megabytes as opposed to bytes. Therefore, when enabled, specifying 80 for DAT\_MEMORY would indicate 80 megabytes of RAM. When not enabled, you would need to specify 80000000 to indicate 80 megabytes of RAM.

## DAT\_MEMORY

The memory allocated to the data cache. This number is stated in megabytes when COMPATIBILITY LARGE\_CACHE is enabled, otherwise it is stated in bytes.

**Note:** See the "Configuring Memory Allocation" section for details on changing this value (*page 71*).

## IDX\_MEMORY

The memory allocated to the index cache. This number is stated in megabytes when COMPATIBILITY LARGE\_CACHE is enabled, otherwise it is stated in bytes.

**Note:** See the "Configuring Memory Allocation" section for details on changing this value (*page 71*).

## **SPECIAL\_CACHE\_FILE**

Special Cache files are assigned when memory allocation is configured in System Configuration. Data files with this designation remain cached while the software is running, regardless of how recently they have been accessed. This improves access time for frequently used data files. The amount specified after the “#” indicates the amount of the file to be cached in megabytes.

## **PRIME\_CACHE / PRIME\_INDEX**

Prime Cache and Prime Index files are assigned when memory allocation is configured in System Configuration. Files with this designation are cached when accessed, and are removed from the cache when no longer opened, or when the cache limit has been reached and a more recently accessed file needs to be cached. The amount specified after the “#” indicates the amount of the file to be cached in megabytes.

## **NO\_CACHE**

No Cache files are assigned when memory allocation is configured in System Configuration. Files with this designation are not cached by the server due to their size or structure.

## **DIAGNOSTICS**

The DIAGNOSTICS LOGON\_COMM setting allows additional diagnostic information to be shown in the Message Monitor window of the Desktop Interactive Application. Do not remove the DIAGNOSTICS DYNDUMP\_LOG setting.

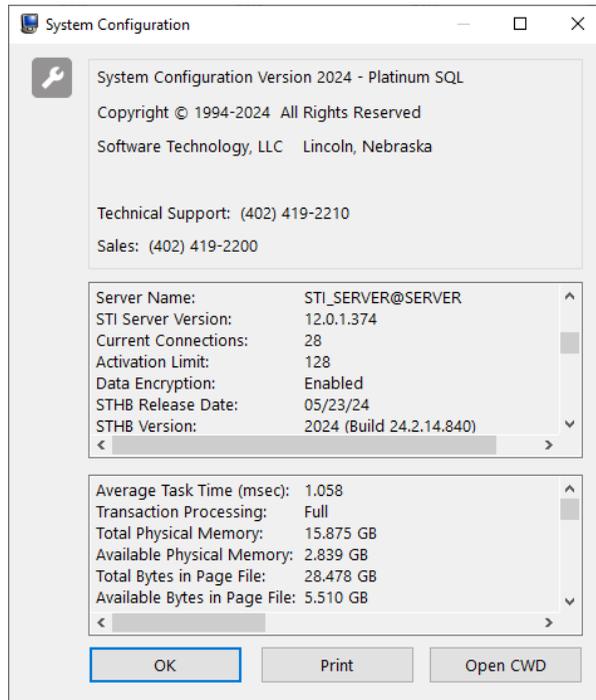


Figure 24, Help | About window

## SERVER\_NAME

The SERVER\_NAME is STI\_SERVER. This name must match the server name in the STSRVR.CFG file ([page 67](#)).

## Configuring Memory Allocation

The default settings in the CTSRVR.CFG file for DAT\_MEMORY and IDX\_MEMORY are 125MB and 75MB respectively. This configuration is designed for a Platinum server computer with 1GB of RAM, with the assumption that the data files are somewhat larger than the index files. Most Platinum firms will want to assign additional memory to ensure optimal performance.

As a general rule of thumb, it is a good idea to configure Platinum Server to reserve approximately 20% of the server's total physical memory for caching of data and index files. For example, if Platinum Server is running on a server with 2GB (i.e., 2048MB) of physical memory, you would want to configure Platinum Server to reserve 400MB memory (i.e., 20% of 2048 is roughly 400). Dividing this amount between the DAT\_MEMORY and IDX\_MEMORY settings results in 200MB for each (i.e.,  $400 / 2 = 200$ ). However, data files

are typically somewhat larger than index files, so we recommend allocating 65% to the data cache and 35% to the index cache. In this case, you would set DAT\_MEMORY to 260MB and IDX\_MEMORY to 140MB.

**Note:** Changes made to CTSRVR.CFG do not take effect until the next time Platinum Server is started.

Note that this 20% figure is merely a suggested starting point from which to begin configuring memory allocation. Every server is different, with different hardware configurations, available resources, and applications running on them. You may need to further adjust these settings up or down to find a balance that works for your firm. For example, allocating a combined 1GB on a 2GB RAM server is reasonable if no other RAM demanding applications are used.

## ***How Caching Works***

When Platinum Server is started, it reserves a set amount of memory on the server specifically for data and index files. This memory is allocated to Platinum Server, thereby preventing it from being used by other applications running on the same server. The amount of memory reserved by Platinum Server is determined by the combined amounts of the DAT\_MEMORY and IDX\_MEMORY settings in the CTSRVR.CFG file.

The goal when configuring the cache size is to keep the most commonly accessed data and index files stored in memory. When a file is accessed by the Tabs3 Software, it is read from the server's hard drive into memory. Once the file is read into memory, the software can access it significantly faster than it can from the hard drive. As long as the file is in use, and cache memory is not full, it will remain in cache. For example, if multiple users are entering fees in Tabs3 Billing, T3FEE.DAT is cached to improve performance. Once the last user stops accessing T3FEE.DAT, it is no longer cached.

Generally speaking, allocating more memory to Platinum Server will increase its performance. However, allocating too much memory to Platinum Server can negatively affect the overall server performance due to increased page file activity. Additionally, allocating more memory than necessary reduces the amount of memory available for other applications on your server such as Exchange or MS SQL servers. How much memory is needed and how much is available to allocate will vary depending on your Tabs3 Software data as well as your server's available memory and operating system. Ideally, you should have enough memory allocated so that your most commonly used .DAT and .IDX files can remain cached throughout the day. From a practical standpoint, your server may not have enough memory to meet this goal.

The processes that benefit the most from caching are accelerated Tabs3 Billing and PracticeMaster reports, filtering records in PracticeMaster, and SQL Queries in Platinum SQL.

## **Standard Platinum Server**

32-bit versions of Windows-based operating systems are restricted to a maximum of 4GB of physical memory (RAM). Additionally, a 32-bit operating system will only allocate up to 2GB of memory to the 32-bit Platinum Server, while a 64-bit operating system will only allocate up to 4GB of memory to the 32-bit Platinum Server. If you have 2GB or more of memory, you will almost certainly want to increase the default settings. However, keep in mind that if the server has additional 32-bit services, you will need to leave some of that 2GB for those functions. On a 32-bit operating system, do not allocate more than 1.5GB of RAM to the combined data and index caches, as some memory is required for other functions within the software. Likewise, on a 64-bit operating system, do not allocate more than 2GB of RAM total to the combined data and index caches. If your ideal data and index cache sizes calculated above are larger than the available memory, you may want to consider upgrading to the 64-bit Platinum SQL version of the software, assuming you already have a 64-bit server with more than 4GB of memory.

## **Platinum SQL Server (64-bit)**

The Platinum SQL Server can access memory beyond the 2GB limit. For firms with large amounts of data, this allows you to allocate additional amounts of memory to caching. It is not unusual for larger firms to need to allocate 25GB or more of RAM to caching. As stated above, you should have enough memory allocated that the most commonly accessed .DAT and .IDX files can all be cached in memory. This significantly improves performance for accelerated reports and filtering in PracticeMaster, particularly with larger data sets.

**Note:** As with the standard 32-bit Platinum Server, do not allocate more memory than is physically present on the server. Also, you must leave enough memory available for file system caching and any other applications running on the server.

## **Configuring Server Cache**

Tabs3 Platinum Software includes a tool in System Configuration that displays current cache information and allows you to specify the amount of memory you want to allocate to caching data and index files. You can access this tool by selecting **Platinum | Platinum Server Configuration** and clicking the **Server Cache** tab.

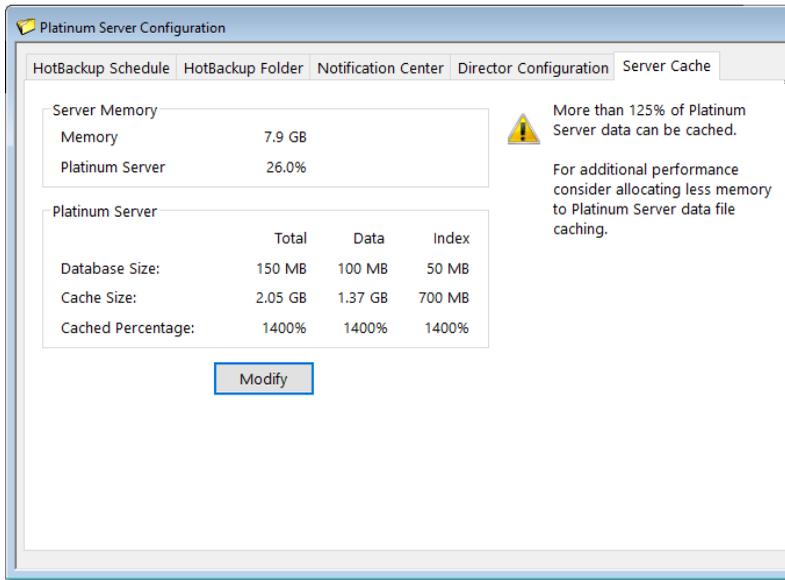


Figure 25, Platinum Server Configuration - **Server Cache** tab

This window displays information regarding the available memory and current caching configuration. Click the **Modify** button to adjust your current cache settings.

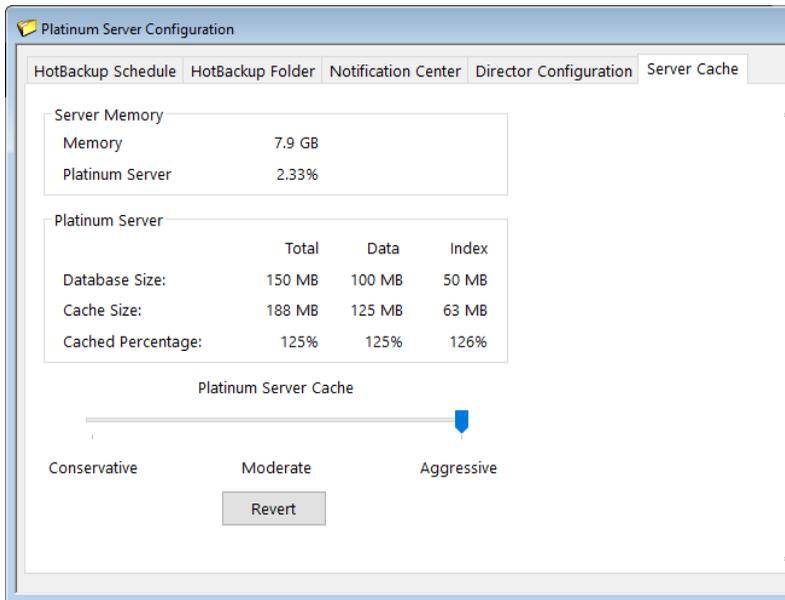


Figure 26, **Server Cache** tab in Modify mode

Once the **Modify** button has been clicked, it is replaced with a **Platinum Server Cache** slider with a range from **Conservative** (minimum memory allocation) to **Aggressive** (maximum memory allocation). Clicking **Revert** will remove the slider and revert any change to the slider's position. Once you have specified the cache level you prefer, click **OK** to apply the change. This will update the CTSRVR.CFG file with the new memory allocation settings. However, the changes will not take effect until the STI Server service is restarted or the Platinum Server computer is rebooted.

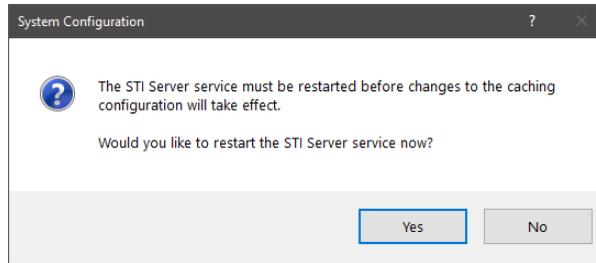


Figure 27, STI Server service restart confirmation window

You will be prompted to restart the STI Server Service. Click **Yes** to automatically log off all users and restart the STI Server Service. Click **No** if you do not want to apply the change at this time. If you choose not to restart the STI Server service, the new cache settings will not be applied until the next time the STI Server service is restarted or the Platinum Server computer is rebooted.

#### ► To restart the STI Server service using the Services Applet

1. From the file server, click the Start menu, type "Services", and click the Services app that appears in the results.
2. Right-click the **STI Server Service** and select **Restart**.

#### ► To restart the STI Server service from a Command Prompt window

1. Have all users log out of the Tabs3 Software.
2. From the server, open an elevated command prompt. (See KB Article [R11434](#), "User Rights Needed to Install and Use Tabs3 Software," for the steps to open an elevated command prompt.)
3. Type the following command:  
**SC STOP "STI SERVER SERVICE"**
4. Type the following command:

## SC START “STI SERVER SERVICE”

### Messages

It is important to avoid allocating too little or too much memory to the Platinum Server cache, as either can impact performance. Allocating too little memory will prevent Tabs3 Software from efficiently caching data. Allocating too much memory will prevent other processes on the server from utilizing the excess memory, potentially slowing down the entire server. The following messages are displayed when your cache setting is outside the recommended range.

***Less than 5% of server RAM is being utilized for caching. For additional performance consider allocating more memory to Platinum Server data file caching.***

This indicates that not enough memory is being allocated to caching, which can result in reduced performance when using the software. However, this message will not be displayed if the **Cached Percentage** value is 100% or greater, which can occur if the amount of available memory is significantly larger than the size of the Tabs3 Software database.

***Less than 20% of Platinum Server data can be cached. For additional performance consider allocating more memory to Platinum Server data file caching.***

This indicates that not enough memory is being allocated to caching, which can result in reduced performance when using the software.

***Less than 5% of server RAM is being utilized for caching. Less than 20% of Platinum Server data can be cached. For additional performance consider allocating more memory to Platinum Server data file caching.***

This indicates that not enough memory is being allocated to caching, which can result in reduced performance when using the software.

***Less than 20% of Platinum Server data can be cached. More than 20% of server RAM is being utilized for caching. For additional performance consider adding RAM to the server.***

This indicates that not enough memory is being allocated to caching, which can result in reduced performance when using the software. Additionally, more than the recommended percentage of memory is being allocated to caching, which can result in reduced performance of other software on the server. Adding

additional memory to the server will allow you to allocate more memory to caching and reduce the percentage of memory needed for caching.

**More than X%/2GB of server RAM is being utilized for caching. Make sure there is enough server RAM for file caching and other server programs. Consider adding RAM to the server.**

This indicates that more than the recommended percentage of memory is being allocated to caching, which can result in reduced performance of other software on the server. Adding additional memory to the server will reduce the percentage of memory needed for caching. *(Note: The exact wording of this message will vary depending on the server and software being used. See the Maximum Memory section of the Server Cache Notes topic for more information.)*

**More than 125% of Platinum Server data can be cached. For additional performance consider allocating less memory to Platinum Server data file caching.**

This indicates that more memory than is necessary is being allocated to caching, which can result in reduced performance of other software on the server, since the allocated memory is not available to other software on the server.

## Changes Made to CTSRVR.CFG by the Server Cache Tool

A new section will be added just before the DAT\_MEMORY value containing the following information:

```
; Start of Cache Configuration
; Optimizer Date: Date the optimization was performed.
; Optimizer Signature: Used to determine if the CTSRVR.CFG was modified since the last
optimization.
; Optimizer Computer: Name of the computer from which the optimization was performed.
; Optimizer User: Name of the user who performed the optimization.
; Optimizer Aggressiveness: Position of the Platinum Server Cache slider from left (0%)
to right (100%).
; Optimizer System Memory: Detected memory on the Platinum Server computer.
; Optimizer Server Machine: Name of the Platinum Server computer.
; Optimizer Server Application: Whether the Platinum Server computer is 32-bit or 64-
bit.
```

After this section, the following settings are specified:

**DAT\_MEMORY**                      The Cache Size value for the Data column will be assigned to the DAT\_MEMORY setting.

## **IDX\_MEMORY**

The Cache Size value for the Index column will be assigned to the IDX\_MEMORY setting.

Additionally, the following settings will be updated or added if not already present:

## **SPECIAL\_CACHE\_FILE**

Data files with this designation remain cached while the software is running, regardless of how recently they have been accessed. This improves access time for frequently used data files. The amount specified after the “#” indicates the amount of the file to be cached in megabytes.

## **PRIME\_CACHE**

Files with this designation are cached when accessed, and are removed from the cache when no longer opened, or when the cache limit has been reached and a more recently accessed file needs to be cached. The amount specified after the “#” indicates the amount of the file to be cached in megabytes.

## **PRIME\_INDEX**

Files with this designation are cached when accessed, and are removed from the cache when no longer opened, or when the cache limit has been reached and a more recently accessed file needs to be cached. The amount specified after the “#” indicates the amount of the file to be cached in megabytes.

## **NO\_CACHE**

Files with this designation are not cached by the server due to their size or structure.

After the NO\_CACHE settings, the CTSRVR.CFG will display the following:

```
; End of Cache Configuration
```

This marks the end of the settings controlled by the Server Cache tool.

## **Memory Allocation Limits**

The amount of memory that can be allocated to the Platinum Server Cache depends on the answers to the following questions:

- **Server:** Is the server running a 32 or 64-bit version of Windows?
- **Software:** Is the Tabs3 Software Platinum (32-bit) or Platinum SQL (64-bit)?
- **RAM:** How much physical memory (RAM) is installed on the server?

► **How the Platinum Server determines the minimum memory allocation**

The minimum memory allocation for the Platinum Server cache is 5% of available memory (i.e., the **Memory Detected** value from the **Server Cache** tab) or 100% of the size of the combined data and index files, whichever is smaller, with an absolute minimum allocation of 150 MB (100 MB for data files and 50 MB for index files). The table below defines the minimum memory allocations based on available memory, whether the Windows server is 32-bit or 64-bit, and whether the software is Platinum (32-bit) or Platinum SQL (64-bit).

Server	Software	Total Memory (RAM) Installed on Server		
		3.9 GB or Less	3.9 GB to 12 GB	12 GB or More
32-bit	32-bit	5% of available memory (150 MB - 205 MB)	N/A	N/A
64-bit	32-bit	5% of available memory (150 MB - 205 MB)	5% of available memory (205 - 614 MB)	5% of available memory (614 MB - 2,048 MB)
64-bit	64-bit	5% of available memory (150 MB - 205 MB)	5% of available memory (205 - 614 MB)	5% of available memory (614 MB+)

► **How the Platinum Server determines the maximum memory allocation**

The maximum memory allocation for the Platinum Server cache is 125% of the size of the combined data and index files. The table below defines the maximum memory allocations based on available memory, whether the Windows server is 32-bit or 64-bit, and whether the software is Platinum (32-bit) or Platinum SQL (64-bit).

Server	Software	Total Memory (RAM) Installed on Server		
		3.9 GB or Less	3.9 GB to 12 GB	12 GB or More
32-bit	32-bit	20% of available memory (205 MB - 819 MB)	N/A	N/A
64-bit	32-bit	20% of available memory (205 MB - 819 MB)	40% of memory up to 2GB (1638 MB - 2048 MB)	2GB (2048 MB)
64-bit	64-bit	20% of available memory (205 MB - 819 MB)	40% of available memory (1638 MB - 4915 MB)	60% of available memory (7373 MB+)

## Performance Optimization

Like most software, the performance of Platinum Server is largely affected by the hardware and network on which it is running. The following information provides general guidelines for improving the overall performance of the Platinum Server software.

### Network Throughput

Network performance is important. Gigabit Ethernet connections at 1,000 megabits per second (Mbps) and Fast Ethernet connections at 100 Mbps will be faster than older 10 Mbps Ethernet connections.

### I/O Caching

If the computer running Platinum Server has sufficient memory, increasing the DAT\_MEMORY and IDX\_MEMORY values will generally increase performance. In general, the larger the data and index cache sizes, the better the performance for heavy use situations. Additional details can be found in the previous "Configuring Memory Allocation" section (*page 71*).

### Fastest Server

The performance of Platinum Server is almost entirely dependent on the host hardware. The faster the CPU and disk I/O subsystem and the more memory available, the faster Platinum Server performs. In the event that you have more than one computer that could act as the server, you can use the following information to determine which computer should host the Platinum Server software.

### **Fastest CPU**

CPU speed is the dominant factor in determining performance. The faster the CPU, the better. Multi-threading capabilities allow Platinum Server to take advantage of multiple CPUs on the server. Multi-core processors are highly recommended. Accelerator technology will take full advantage of the greatest CPU power provided.

### **Fastest Disk I/O Subsystem**

Disk speed is an important factor in determining performance. HotBackup in particular is very disk intensive. The use of a RAID system can increase overall performance. You may want your server equipped with a 15000 RPM or 10000 RPM hard drive or a solid state drive (SSD).

**Note:** You can improve HotBackup performance by placing the HotBackup folder on a separate local hard drive.

### **Fastest and most Memory**

Computer memory (i.e., RAM) is important. Although Tabs3 Platinum Software will run on a server with as little as 512 MB of memory, we recommend a minimum of 2GB. Accelerator technology will also make use of additional memory. The more users and the larger your data set, the more memory you should have. Additionally, if other server software is also being used (e.g., Microsoft Exchange, GroupWise, document management software, etc.), you should allow for more memory. Be sure to evaluate the memory settings in the CTSRVR.CFG file to reflect available memory. Having 2GB or more of memory available improves performance when HotBackups are made while other users are using the software.

## **PracticeMaster Exchange Connector**

When your firm is configured to synchronize PracticeMaster and Outlook using an Exchange server, enabling the PracticeMaster Exchange Connector creates a direct link

between the Platinum server and the Exchange server. This feature has several benefits, including:

- PracticeMaster and Outlook stay synchronized, even when PracticeMaster is not open on your workstation.
- Only one “administrative” Exchange user needs access rights to other users, thus eliminating the need to assign Editor rights to all users.
- Periodic synchronization occurs on the server, thereby reducing network traffic.
- The Exchange Connector performs a single periodic synchronization for all users, ensuring that everyone is up-to-date.
- Access rights to users’ Exchange folders are automatically assigned to the “administrative” user as they log into PracticeMaster.
- Only requires that PracticeMaster be running on one computer in the office for synchronization to occur for all users.

Detailed instructions for configuring the Exchange Connector are available in the following Knowledge Base Articles:

- [R11596](#) - Configuring the PracticeMaster Platinum Exchange Connector
- [R11898](#) - Configuring the PracticeMaster Platinum Exchange Connector for Exchange Online / Microsoft 365

## Legacy ODBC Driver

When using the legacy stand-alone ODBC driver with Platinum Server and the Tabs3 Platinum Software, there are several settings that must be altered in the ODBC Configuration. Complete details regarding these settings can be found in our Knowledge Base in Article [R10017](#), “Working with ODBC” at [support.Tabs3.com](http://support.Tabs3.com).

**Note:** The legacy stand-alone ODBC driver is not accessible with Platinum SQL. Platinum SQL includes more powerful ODBC drivers to use instead. More information regarding the Platinum SQL drivers can be found in *Using Platinum SQL ODBC Features* section of this guide (page 83).

## Using Platinum SQL ODBC Features

This section discusses how to configure the Platinum SQL Server software to provide data to third party applications, how to install and configure the FairCom c-treeACE ODBC drivers.

The Platinum SQL Server makes all of the Tabs3 Software data files accessible via an ODBC capable SQL server. ODBC capability allows you to retrieve information from the Tabs3 Software data files; however, you cannot write information to the data files via an ODBC driver, as writing directly to the data files would corrupt the data. Both 32-bit and 64-bit ODBC drivers are included with the Platinum SQL software. These ODBC drivers are written by FairCom Corporation, the manufacturer of the c-tree file storage method used by the Tabs3 Software.

Several steps must be performed prior to accessing the Tabs3 Software data:

- [Initializing the SQL Database](#)
- [Configuring User Rights](#)
- [Installing the ODBC Drivers](#)
- [Configuring the ODBC Data Source](#)

## Initializing the SQL Database

Prior to accessing the Platinum SQL Server, the SQL database must be linked to the existing Tabs3 Software database. This is done using the Initialize SQL function in System Configuration.

### ► To initialize the SQL database

1. Perform a Data File Integrity Check in each of the following applications that are installed to ensure that all files have been created:
  - Tabs3 Billing
  - PracticeMaster
  - Trust
  - AP
  - GL (for each GL client)
2. Have all users exit the Tabs3 Software.

3. Launch System Configuration.
4. From the **Platinum** menu, select **Initialize SQL**.
5. Click the **OK** button.

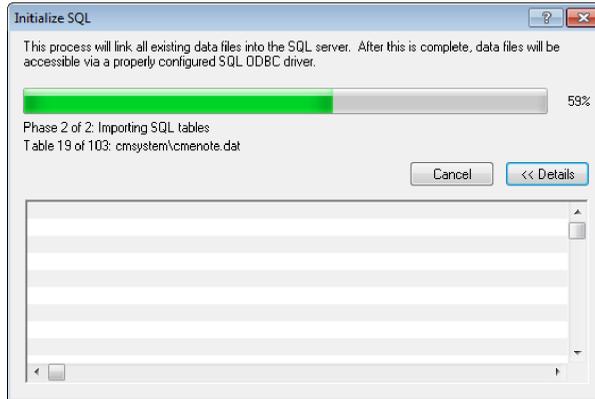


Figure 28, Initialize SQL

6. When the process is complete, click **OK**.

**Note:** This process must be run after any changes are made to the Tabs3 Software data structure, such as after a conversion, or whenever changes are made in PracticeMaster File Maintenance.

## Configuring User Rights

This section outlines the steps needed to configure users to access the Platinum SQL database. Each application has its own option to grant access.

### ► To Assign SQL Access Rights for users

1. Launch System Configuration.
2. From the **Platinum** menu, select **Assign SQL Access Rights**.

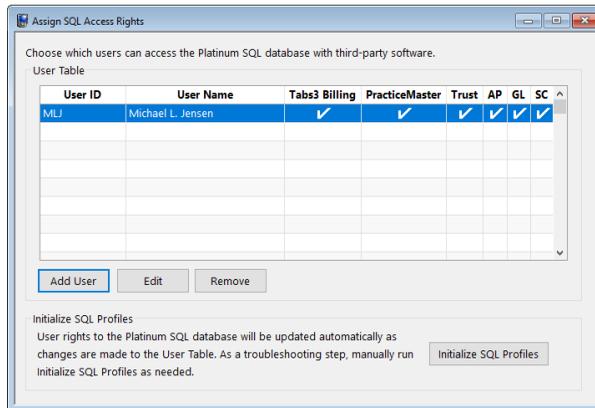


Figure 29, Assign SQL Access Rights window

3. Click **Add User**.

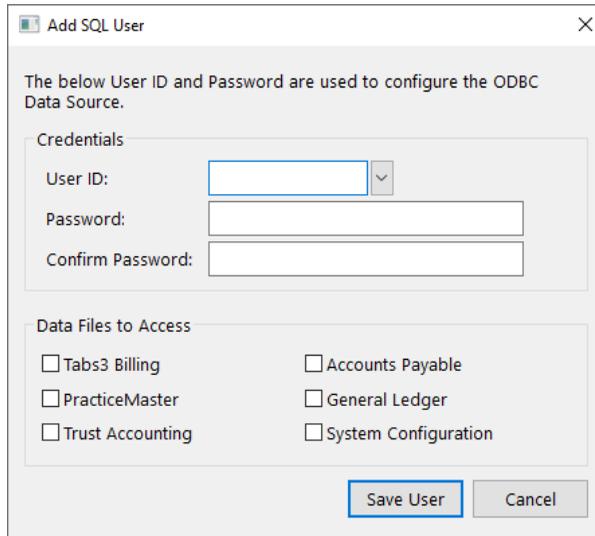


Figure 30, Add SQL User window

4. Select the **User ID** to whom SQL access will be granted.
5. Specify a password in the **Password** and **Confirm Password** fields. We recommend using strong passwords.
6. Select which application data files the selected user can access.
7. Click **Save User**.
8. Perform steps 3 through 7 for each user that should have access via SQL.

After users are added to the table, their profiles will be initialized. When the process is complete, a window similar to the following will display any errors encountered.

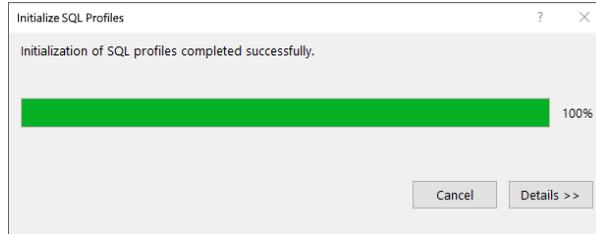


Figure 31, Initialize SQL Profiles

If any errors are encountered, resolve them and then run the Initialize SQL Profiles utility.

## Installing the ODBC SQL Drivers

The c-treeACE ODBC driver allows other applications to access the Platinum SQL Server. Each computer that will be used to access the Platinum SQL database must have this driver installed. Platinum SQL includes both 32-bit and 64-bit versions of the ODBC driver. For computers running a 32-bit operating system, you can only install 32-bit version of the driver. For 64-bit operating systems, install both drivers to ensure compatibility with both 32-bit and 64-bit software. For example, a workstation running Windows 10 64-bit may have the 32-bit version of Microsoft Excel 2013. In this case, the 32-bit ODBC driver must be installed in order for Excel to access the Platinum SQL database.

### ► To install the ODBC SQL Driver(s)

1. From the workstation on which you are installing the driver, access the current working directory on the server. (*Note: You can open the Current Working Directory in Windows Explorer by clicking the **Open CWD** button in the Help | About window in any Tabs3 Software application.*)
2. Open the **SQL\_ODBC** folder in the current working directory.
3. Double-click **ODBC\_SQL\_32.msi** and proceed with the installation. When the installation is complete, click **Finish**.
4. Double-click **ODBC\_SQL\_64.msi** and proceed with the installation (64-bit operating systems only). When the installation is complete, click **Finish**.

Once you have installed the drivers, you can proceed with configuring your ODBC Data Source.

## Configuring the ODBC Data Source

The following steps will help you set up an ODBC Data Source to extract information from Tabs3 Billing, PracticeMaster, Trust, AP, GL, or System Configuration, as well as help with troubleshooting any issues you may have configuring the ODBC Data Source.

Prior to configuring an ODBC Data Source, you must complete the previous steps found in this section.

**Note:** These steps must be completed on each workstation that will be accessing the Platinum SQL data.

**Note:** An ODBC Data Source is not required if you are accessing the Platinum SQL Server using Microsoft SQL Server Management Studio. However, if you are connecting using other products, such as Microsoft Access or Crystal Reports, an ODBC Data Source is required.

### ► Preliminary Steps

1. Initialize the SQL database (*page 83*).
2. Configure User Rights for any users that will be accessing the SQL database, including users with manager rights (*page 84*).
3. Initialize SQL Profiles (*page 83*).
4. Install the ODBC Drivers — 32-bit and 64-bit (*page 86*).

### ► To configure the ODBC Data Source

1. Start the ODBC Administrator:
  - Windows 11 or Windows 10:
    - i. Click the **Start** menu and type "ODBC".
    - ii. Select either **ODBC Data Sources (32-bit)** or **ODBC Data Sources (64-bit)**.
2. Select the **User DSN** tab (usually selected by default). If you will be the accessing the data source from an MS SQL Linked Server, select the **System DSN** tab.
3. Click **Add**.
4. From the driver list, select **c-treeACE ODBC Driver** and click **Finish**.

**Note:** If **c-treeACE ODBC Driver** is not displayed, verify that you have installed the ODBC Drivers before proceeding (*page 86*).

The screenshot shows the 'c-treeACE ODBC Setup' dialog box. It has a title bar with a close button. The main area contains the instruction 'Enter data source name and desired options, then choose OK.' Below this are several fields: 'Data Source Name' with 'Tabs3SQL', 'Description' with 'Tabs3 SQL Server', 'Host' with 'SERVERNAME', 'Database' with 'Tabs3', 'User ID' with 'USERID', 'Password' with five dots, 'Service' with '6597', 'Default Fetch Size' (empty), 'Default Query Timeout' (empty), 'Preserve Cursor' dropdown set to 'OFF', 'Scrollable Cursor' dropdown set to 'OFF', 'Client Character Set' dropdown set to '"ASCII" ASCII or ISO8859-1(CP 1252)', 'SSL' (empty), and 'Options' with 'DHQQL'. At the bottom are 'OK' and 'Cancel' buttons.

Figure 32, c-treeACE ODBC Setup

5. For the **Data Source Name**, enter something recognizable, such as "Tabs3".
6. For the **Description**, enter a description for this data source (*user's choice*).
7. In the **Host** field, enter the IP Address or name of the file server.
8. For the **Database**, enter "Tabs3" (*no choice*).
9. For the **User ID** and **Password** fields, enter your Tabs3 Software User ID and Password in all uppercase.

**Note:** The **User ID** and **Password** fields can be left blank, however you will be prompted for the **User ID** and **Password** when accessing Tabs3 Software data via the Platinum SQL Server. The **User ID** used will determine which applications' data will be available. (*See Configuring User Rights on page 84.*)

10. In the **Service** field, enter "6597" (*no choice*).

**Note:** If your firm has changed the Platinum SQL Server port, you will need use the assigned port number instead.

11. Leave the **Default Fetch Size** and **Default Query Timeout** fields blank.
12. In the **Preserve Cursor** field, select "OFF".
13. In the **Scrollable Cursor** field, select "OFF".
14. In the **Client Character Set** field, select "'ASCII' ASCII or ISO8859-1(CP1252)".
15. Leave the **SSL** field blank.
16. In the **Options** field, enter "DHQQII" (all uppercase).
17. Click **OK**.

**Important Note:** If you are configuring a System DSN on a 64-bit system, and need to access the System DSN using a 32-bit application, you must configure the System DSN using both the 64-bit and 32-bit ODBC Data Source Administrators. The previous steps will configure the 64-bit version. To configure the 32-bit System DSN, use the following steps:

1. Close the ODBC Data Source Administrator window (if open).
2. Open the 32-bit ODBC Data Source Administrator (C:\Windows\SysWOW64\odbcad32.exe).
3. Repeat the steps to [configure the ODBC Data Source](#), beginning with step 2.

See step 1 of [configuring the ODBC Data Source](#) for information on accessing both 32-bit and 64-bit Data Source Administrators in newer versions of Windows.

## Accessing Platinum SQL from a Microsoft SQL Server

If you will be accessing the Tabs3 Software database from a Microsoft SQL Server using the Microsoft SQL Server Linked Server feature, there are additional configuration steps you will need to perform.

### ► Configuring MS SQL Management Studio

1. Configure an ODBC Data Source using the steps from the "To Configure the ODBC Data Source" section (page 87). (Note: For Step 2 in this section, select the **System DSN**

*tab instead of the **User DSN** tab.)*

2. Start the Microsoft SQL Management Studio.
3. In the Object Explorer, open **Server Objects | Linked Servers**.
4. Right-click **Linked Servers** and select **New Linked Server...** to open the New Linked Server window.
5. In the **Select a page** pane, select **General**.
  - a. For the **Linked Server**, enter "Tabs3".
  - b. For the **Server Type**, select **Other data source**.
  - c. For the **Provider**, select **Microsoft OLE DB Provider for ODBC Drivers**.
  - d. For the **Product name**, enter "ODBC".
  - e. For the **Data source**, enter the name of your ODBC Data Source, as specified in Step 5 of the "To Configure the ODBC Data Service" section (*page 87*).
6. In the **Select a page** pane, select **Security**.
  - a. Select the **Be made using this security context** option.
  - b. In the **Remote login** field, enter your Tabs3 Software User ID in all uppercase.
  - c. In the **With password** field, enter your Tabs3 Software Password in all uppercase.
7. In the **Select a page** pane, select **Server Options**.
  - a. Set the value for **RPC** to "True".
  - b. Set the value for **RPC Out** to "True".
  - c. Click **OK**.
8. In the Object Explorer, open **Server Objects | Linked Servers | Providers**.
  - a. Right click **MSDASQL** and select **Properties**.
  - b. Select the following check boxes under **Provider options**:
    - **Nested queries**
    - **Allow inprocess**
    - **Supports 'Like' operator**
  - c. Clear the following check boxes under **Provider options**:
    - **Dynamic Parameter**
    - **Level zero only**

- **Non transacted updates**
- **Index as access path**
- **Disallow adhoc access**

d. Click **OK**.

► **Configuring MS SQL Server Management Studio without an ODBC Data Source**

1. [Install the appropriate FairCom c-treeACE ODBC drivers for your workstation.](#)  
(page 86)

2. Start the Microsoft SQL Server Management Studio.

3. In the Object Explorer, open **Server Objects | Linked Servers**.

4. Right-click **Linked Servers** and select **New Linked Server...** to open the New Linked Server window.

5. In the **Select a page** pane, select **General**.

a. For the **Linked Server**, enter **Tabs3**.

b. For the **Server Type**, select **Other data source**.

c. For the **Provider**, select **Microsoft OLE DB Provider for ODBC Drivers**.

*(Note: If this option is not available, you may need to install the Microsoft 64-bit OLE DB Provider for ODBC on your Microsoft SQL Server.)*

d. For the **Product name**, enter **ODBC**.

e. For the **Provider String**, enter the following string:

```
DRIVER=c-treeACE ODBC Driver;HOST=<server name or IP  
Address>;DATABASE=Tabs3;SERVICE=6597;OPTIONS=DHQQII;CHA  
RSET NAME={ "ASCII" ASCII or ISO8859-1 (CP  
1252) }; PRSRVCUR=OFF;
```

**Note:** You will need to edit the "HOST=" value to include your Platinum Server computer's network name or IP address. Additionally, if your firm has changed the Platinum SQL Server port, you will need to replace 6597 in the "SERVICE=" value to the assigned port number.

6. In the **Select a page** pane, select **Security**.

a. Select the **Be made using this security context** option.

b. In the **Remote login** field, enter your Tabs3 Software **User ID** in all uppercase.

- c. In the **With password** field, enter your Tabs3 Software **Password** in all uppercase.
7. In the Select a page pane, select Server Options.
  - a. Set the value for **RPC** to "True".
  - b. Set the value for **RPC Out** to "True".
  - c. Click **OK**.
8. In the Object Explorer, open **Server Objects | Linked Servers | Providers**.
  - a. Right click **MSDASQL** and select **Properties**.
  - b. Select the following check boxes under **Provider options**:
    - **Nested queries**
    - **Allow inprocess**
    - **Supports 'Like' operator**
  - c. Clear the following check boxes under Provider options:
    - **Dynamic Parameter**
    - **Level zero only**
    - **Non transacted updates**
    - **Index as access path**
    - **Disallow adhoc access**
  - d. Click **OK**.

### ► Sample Query

The following is an example of a valid query for accessing the Tabs3 Software database:

```
select * from Tabs3..admin.t3client
```

In this example, **Tabs3** is the Linked Server name specified in step 5a of the "Accessing Platinum SQL from a Microsoft SQL Server" section (*page 89*), and **admin.t3client** is the name of the table you are querying, which is the Tabs3 Billing client file. This query retrieves all records from the Tabs3 Billing client file. More information on formatting queries can be found in Knowledge Base Article [R11461](#), "Introduction to Platinum SQL Queries".

## Learning SQL

We recommend that users familiarize themselves with SQL prior to performing queries in Platinum SQL. There are multiple resources available both online and in print form. When selecting a resource, be aware that many of these texts are aimed at a particular product such as Microsoft SQL Server, MySQL, etc. When selecting an SQL resource, we recommend choosing one that is aimed at general SQL usage.

### **Web Resources**

- [Wikipedia's SQL article](#)
- [Wikibooks - Structured Query Language](#)
- [SQL Tutorial from W3Schools.com](#)
- [SQL Tutorial \(beginner-sql-tutorial.com\)](#)

### **Printed Books**

- *Learning SQL* - Alan Beaulieu
- *Teach Yourself SQL in 10 minutes* - Ben Forta
- *Head First SQL: Your Brain on SQL - A Learner's Guide* - Lynn Beighley
- *The Language of SQL: How to Access Data in Relational Databases* - Larry Rockoff
- *A Visual Introduction to SQL* - David Chappell and J. Harvey Trimble Jr.
- *SQL for Dummies* - Allen G. Taylor
- *SQL Queries for Mere Mortals: A Hands-On Guide to Data Manipulation in SQL* - John L. Viescas and Michael J. Hernandez
- *SQL: Visual QuickStart Guide* - Chris Fehily
- *SQL in a Nutshell* - Kevin Kline, Brand Hunt, and Daniel Kline

**Note:** These websites and books are intended as a sample of the resources available for learning SQL. Tabs3 Software does not endorse or guarantee the quality of any of the references listed above. Users wishing to learn SQL are advised to sample the available materials and select one or more guides appropriate to their learning style.

## FairCom Reference Guide

FairCom provides a reference guide for c-treeACE SQL, which is the basis of the Platinum SQL Server. This guide details the various SQL functions, terms, and syntax used by the Platinum SQL Server. The web-based (HTML) version of the reference guide is available at <http://www.faircom.com/doc/sqlref/index.htm>. A PDF version is also available at <http://www.faircom.com/doc/sqlref/sqlref.pdf>.

**Note:** This reference guide is a technical guide aimed primarily at programmers and is not intended as an introduction to SQL.

## Platinum SQL Syntax Information

Knowledge Base Article [R11426](#), "Platinum SQL Syntax Information" contains detailed information on known differences in SQL syntax between Platinum SQL and other commonly used products.

## Assigning a New Platinum SQL Server Port

By default, the Platinum SQL Server uses TCP port 6597. If there is another application on the Platinum server that uses this port, you will need to change the assigned port for the Platinum SQL Server or for the other application. Below are the steps to change the assigned port for the Platinum SQL Server. You will be editing the STSRVR.CFG and CTSRVR.CFG files.

### ► To assign a new Platinum SQL Server port

1. Select an unused TCP port. You may need to speak to your network administrator or information technology department to determine an appropriate port.
2. Edit the STSRVR.CFG file.
  - a. Open the STSRVR.CFG file found in the Current Working Directory of your Platinum server computer using a text editor such as Notepad.
  - b. Add a third line to the file in the following format: <Port>@<server>:TABS3. For example, to change the port to 6598 on a server named "firmserver" you would enter "6598@firmserver:TABS3" on the third line of STSRVR.CFG.
  - c. Save and close the STSRVR.CFG file.

3. Edit the CTSRVR.CFG file.
  - a. Open the CTSRVR.CFG file found in the Current Working Directory of your Platinum server computer using a text editor such as Notepad.
  - b. Add an additional line below the SQL\_OPTION lines.
  - c. On the new line, enter SQL\_PORT followed by a space, and the TCP port number you entered in Step 2b.
  - d. Save and close the CTSRVR.CFG file.
4. Restart the STI Server Service at the Platinum server:
5. Open the **Services Applet**
  - a. Click the **Start** button and type "Services" (without quotes) in the Start menu or screen.
  - b. Double-click the Services app listed in the search results. This will open the Services Applet.
6. Right-click the STI Server Service from the list of services, and select **Restart**.
7. Close the Services window.

**Note:** If you change the Platinum SQL Server port, any existing ODBC Data Sources will need to be updated with the new port number in the **Service** field. Additionally, any new ODBC Data Sources will need to use the new port number instead of 6597 in the **Service** field.

## **Uninstalling Platinum Server**

This section discusses how to uninstall Platinum Server, and how to revert from the Platinum edition of Tabs3 Software to the non-Platinum edition.

### **Uninstalling Platinum Server**

Information regarding uninstalling the Platinum edition of Tabs3 Software can be found in our Knowledge Base in Article [R11776](#), "Uninstalling Tabs3 Software," at [support.Tabs3.com](http://support.Tabs3.com).

### **Reverting to Non-Platinum Edition Software**

If you need to revert from the Platinum edition of Tabs3 Software to the non-Platinum edition, please contact our Tabs3 Support Department at: (402) 419-2210.

### **Moving the Software to Another Server**

In certain situations, you may decide to move all Tabs3 Software, including Platinum Server, from one server to another. This usually occurs if you purchase a new file server or want to utilize a better-performing server.

Complete details regarding this procedure can be found in our Knowledge Base in Article [R11896](#), "Moving Tabs3 Platinum Software," at:

[support.Tabs3.com](http://support.Tabs3.com)

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# Index

<b>#</b>	<b>C</b>
1621 (port) ..... 25	Cache Configuration ..... 73
1779-1781 (ports) ..... 25, 65	Check Requests ..... 11
6597 (port) ..... 94	Client Portal ..... 10
	Column Sorting ..... 12, 14
	Command Line ..... 34
	Configuring
	HotBackup ..... 50
	ODBC ..... 82
	ODBC Data Source ..... 87
	STI Director Service ..... 65
	STI Server Service ..... 35
	Conflicting Activities Window ..... 15
	Connections ..... 21
	CPU Requirements ..... 21
	CTSRVR.CFG ..... 67
	<b>D</b>
	Dashboard ..... 13
	DAT_Memory ..... 69, 71-72
	Data File Integrity Check ..... 13
	Data Security ..... 16
	Desktop Interactive Program ..... 37
	Detail Accounts Receivable Report ..... 16
	Director
	configuring ..... 65
	definition ..... 62
	display status ..... 65
	Display Status ..... 42
	STI Director Service ..... 65
	<b>E</b>
	Encryption ..... 60
<b>A</b>	
Accelerated Dashboard ..... 13	
Accelerated Data File Integrity Check ..... 13	
Accelerated Filtering ..... 12	
Accelerated Search Rebuild ..... 13	
Accelerators ..... 12	
Accounts Receivable by Timekeeper	
Report ..... 15	
Accounts Receivable Report	
Accounts Receivable by Timekeeper	
Report ..... 15	
Detail Accounts Receivable Report .. 16	
Historic A/R as of a specific date .... 15	
Allocating Memory ..... 71	
Alternate Folder, Restoring to an ..... 59	
Archive Folder ..... 55	
Auto-Recovery ..... 12	
<b>B</b>	
Back Up	
HotBackup ..... 49	
strategy ..... 30	
Billing Dashboard filtering ..... 13	

eNote ..... 14  
 Exchange Connector ..... 14, 81

**F**

Failed Folder ..... 55  
 FairCom Server ..... 16  
 Files Installed ..... 28  
     CTSRVR.CFG ..... 67  
     STSRVR.CFG ..... 67  
 Filtering ..... 12  
 Filtering the Billing Dashboard ..... 13  
 Firewall ..... 25

**G**

Gauges ..... 43

**H**

Hardware Requirements ..... 21  
 Help Topics ..... 32  
 Historic Accounts Receivable Reports ... 15  
 HotBackup ..... 11  
     configuring ..... 50  
     email notification ..... 52  
     folder location ..... 52  
         archive folder ..... 55  
         failed folder ..... 55  
         recent folder ..... 55  
     naming convention ..... 56  
     restoring ..... 57  
     scheduling ..... 50  
     troubleshooting ..... 59  
     vault ..... 56  
 HotBackup Vault ..... 56

**I**

IDX\_Memory ..... 69, 71-72  
 Index Limit ..... 14  
 Installing  
     Platinum Server Software ..... 24  
     STI Server Service ..... 34  
 IP Address ..... 63

**K**

Knowledge Base ..... 31, 46

**L**

Lockout Notification ..... 15  
 Log Off Users ..... 15

**M**

Memory Allocation ..... 71  
 Memory Requirements ..... 21  
 Message Monitor Window ..... 38  
 Microsoft SQL Server ..... 89  
 Moving to Another Server ..... 96

**N**

Naming Convention  
     HotBackup ..... 56  
 Notify ..... 15

**O**

ODBC  
     configuring .....82, 87  
     installing ..... 86  
 OLE DB .....19  
 Optimization .....80  
 Outlook Exchange Connector .....81  
 Overhead Connections .....21

**P**

Paths .....26  
 Performance Monitoring Utilities .....43  
 Performance Optimization .....80  
 Platinum  
     definition ..... 7  
     features ..... 8  
 Platinum Data Security .....29  
 Platinum Server Software  
     installing .....24  
     message window, application .....38  
     moving to another server ..... 96  
     reverting to non-Platinum edition ... 96  
     security .....29  
     starting .....39  
     stopping .....40  
     uninstalling ..... 96  
 Platinum SQL .....18, 83  
     configuring memory allocation .....73  
     configuring user rights .....84  
     initializing database .....83  
 Ports .....25, 65, 94  
 PracticeMaster Exchange Connector . 14, 81  
 PRIME CACHE .....70  
 PRIME INDEX .....70

**R**

RAM Requirements ..... 21  
 Read Only Access .....16  
 Rebuild Index ..... 13  
 Recap of Hours ..... 13  
 Recent Folder .....55  
 Relative Paths .....26  
 Requirements ..... 21  
 Restore HotBackup Wizard .....57  
 Restoring a HotBackup ..... 57  
 Reverting to non-Platinum edition .....96

**S**

SC.EXE .....34  
 Scheduling HotBackup ..... 50  
 Search Settings .....13  
 Server Cache .....73  
 Server Requirements ..... 21  
 Speed  
     troubleshooting .....80  
 SQL .....82-83  
 Starting Platinum Server Software .....39  
 STI Director Service .....62  
     configuring ..... 65  
     definition .....62  
     display status .....65  
     starting and stopping .....66  
 STI Server Service .....33  
     configuring from command-line ....35  
     configuring from Services Applet ....36  
     configuring to display desktop  
         application ..... 38  
         display status .....42  
         installing .....34  
         starting .....39  
         stopping .....40  
 Stopping Platinum Server Software .....40  
 STSRVR.CFG .....67

System Requirements ..... 21

**T**

Tabs3 Connect .....10, 21  
Tabs3 Support .....32  
Transaction Processing ..... 12  
Troubleshooting .....46  
    HotBackup .....59  
    speed .....80

**U**

Uninstalling  
    Platinum Server Software .....96  
User Assistance ..... 32

**V**

Vault (HotBackup) .....56  
Virtual Machines .....22

**W**

Wide Area Network ..... 19  
Windows  
    configuring from command-line .....35  
    display status .....42  
    firewall .....25  
    installing STI Server Service .....34  
    starting Platinum Server software .... 39  
    STI Director .....62  
    supported versions .....21  
    troubleshooting .....46  
    uninstalling Platinum Server Software 96  
Windows Firewall ..... 25