Frequently Asked Questions

Question: Should KnowledgeSync be installed on its own server?

Answer: Ideally, yes -- but not required. KnowledgeSync uses minimal system resources unless you're doing hundreds of "every minute" queries that perform complex or time-consuming calculations. More resources are required if you are querying a Providex database and in that case it is advised that KnowledgeSync be installed on its own server or on a virtual server.

Question: Should KnowledgeSync be configured to store its data in a Microsoft Access database or in a Microsoft SQL Server database?

Answer: For pure performance (speed of processing), Microsoft Access can't be beat. For scalability, reliability and resistance to database corruption, Microsoft SQL Server is our suggested database.

Question: If running KnowledgeSync under Microsoft SQL Server and KnowledgeSync is installed on its own machine, should SQL Server also be installed on this machine? And if SQL Server is not installed on this machine, is it efficient to have KnowledgeSync installed on one machine and have its SQL database on another machine?

Answer: It's best to have the KnowledgeSync engine and the KnowledgeSync SQL database on separate machines, but it's not required. When the KnowledgeSync application and its SQL Server database are on separate machines, you will get roughly twice the performance than if the application and its database were both on one box.

For ease of installation (and if you don't happen to have a SQL Server Administrator on staff), the recommendation is that you install KnowledgeSync and Microsoft SQL Express on the same machine.

Question: If KnowledgeSync is installed on machine 'a', KnowledgeSync's SQL database is installed on machine 'b', and the database that KnowledgeSync is monitoring is on machine 'c', which machine's resources are most used in the actual monitoring of the data on machine 'c'?

Answer: All three machines will have some resources used, but machine 'a' (the KnowledgeSync server) will consume the greatest amount of resources. Note that if your KnowledgeSync queries are quite complex, the resources on machine 'c' (the database being monitored) will also be tapped.

Question: When running KnowledgeSync under SQL Server, the KnowledgeSync SQL database gets captured as part of an organization's SQL backup procedure. But since the SQL version of KnowledgeSync uses some Microsoft Access data files as pointers, do you need to backup those Access database files?

Answer: Yes – you do need to backup those Access database files, but only once, as their contents do not change after migrating KnowledgeSync to SQL.

Question: Does KnowledgeSync ever put a "lock" on a SQL database table?

Answer: SQL itself determines whether it should lock a table to optimize a query's data analysis. If a query's filter is using a "key" field to reduce its result set, SQL will not typically lock a table. You can also use the "NOLOCK" command in SQL if you wish to force SQL to never lock a table, as in:

Select table.column from table, NOLOCK where table.column = 'a'

(You would need to manually edit a query's SQL to include this command.)