



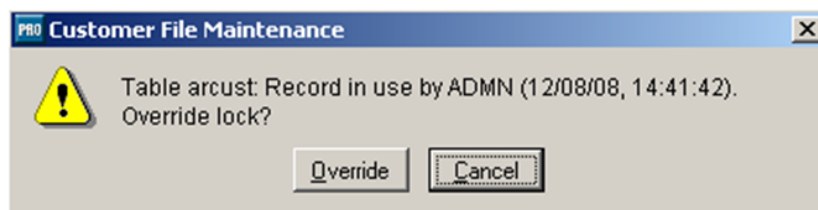
Clearing Locks

An Exploration of Sage Pro System Recovery Tools, Part I.

Sage Pro has several system utilities that can fix issues that come up from time to time. This article is the first in a series that explore the Sage Pro system recovery tools.

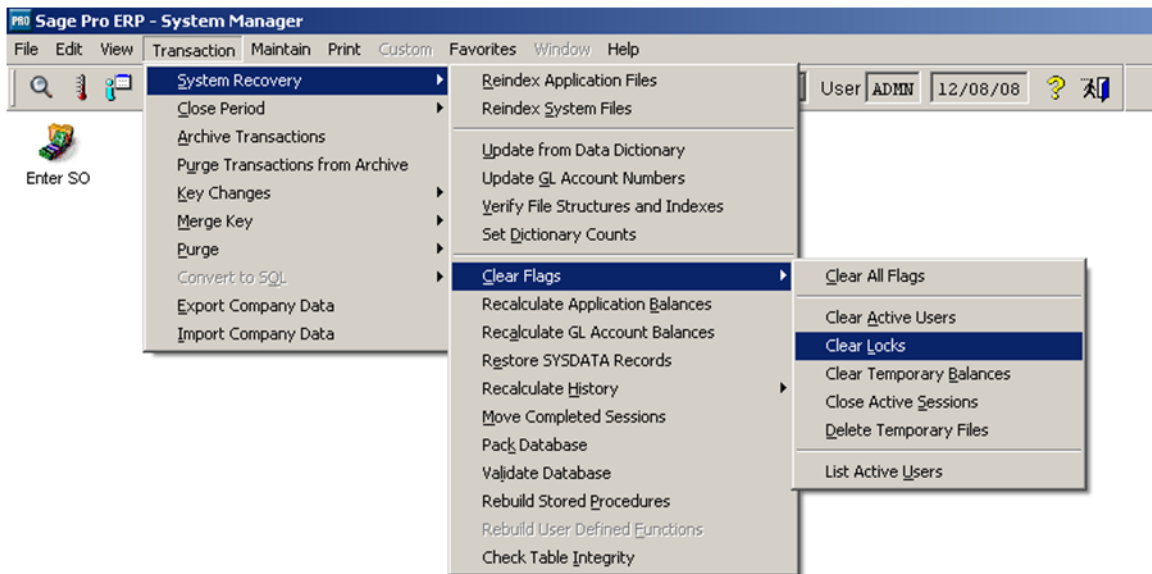
Many support calls that we receive sound something like this: "I got an error in Sage Pro that forced me to quit and now it's not letting me back in".

When Sage Pro updates information, it locks the record it is working in. This keeps other users out so that one person doesn't unintentionally overwrite another person's changes. Sage Pro accomplishes this by writing information to the table marking the record as locked, noting when the lock occurred and who the lock was for. Normally, there are no problems and as soon as the user working with the record is done, the lock is released and no one is the wiser. Unfortunately, if an error occurs and Sage Pro does not get to release the lock, and in some cases, even the person who originally placed the lock on the record may not be able to get back into it.



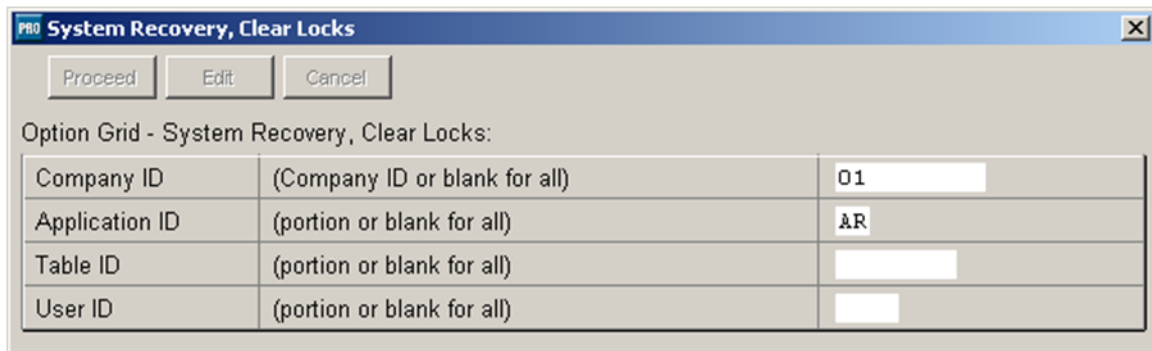
An administrator is able to override the lock

Fortunately, there is a utility provided in the System Manager module under Transaction, System Recovery, Clear Flags, Clear Locks.



Accessing the Clear Locks Utility

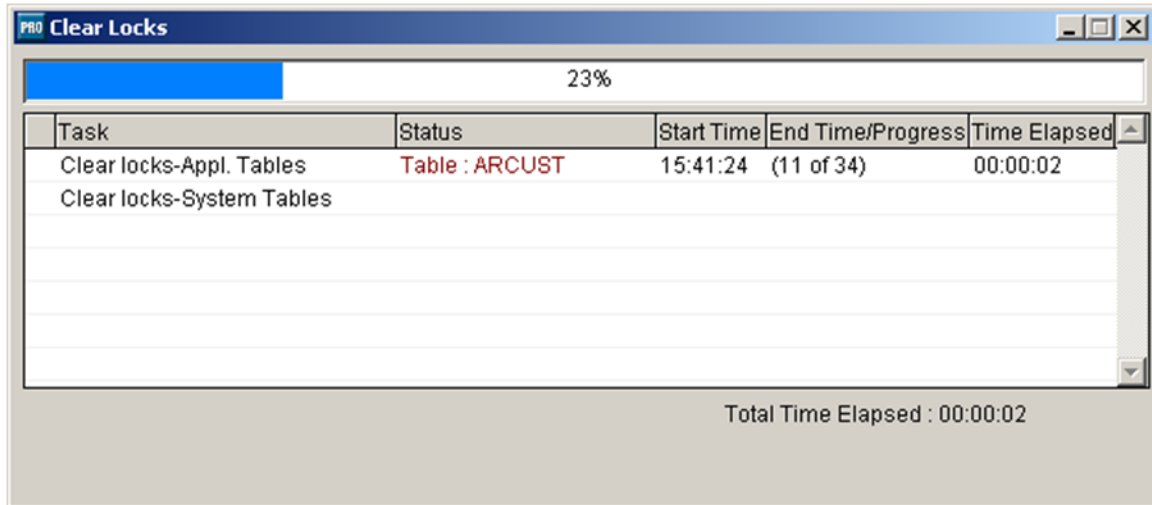
The screen has several options that can narrow down which tables are looked at. This is important, since the process can take a while to run on a system with large amounts of data.



The Clear Locks option grid

The first two options are ones that should probably be filled in on the first attempt at using the utility. Fill in the Company ID field with the company number that was being used when the error occurred. Fill in the Application ID field with the application the error occurred in. If the table is shown in the error message (in the example, it's ARCUST), entering it in the Table ID field can speed up the process even more. The User ID should be used when possible to avoid accidentally clearing any legitimate locks held by other users. While the first three options can significantly reduce the time the process takes, specifying a user will not cause any significant effect.

Once the Option Grid is filled out, click Proceed. You will then be prompted twice for confirmation to clear locks. When the process to clear locks begins, you will see a screen displaying the current activity and progress.



Clear Locks in progress

Once the process is done, you will be informed as to the number of locks actually cleared.



Clear Locks is finished

If no locks are cleared, try running the process across all applications. If that doesn't work, call for assistance.

So, is this process safe? Yes. Even if someone has an active lock that gets cleared, it will only be a problem if someone else tries to change the same information at the same time. There are, however, some good reasons to try and get everyone out of the system whenever possible.

- Some processes within Sage Pro use tables in such a way as to exclude all other users. When this happens, that table will not be available for use by the process clearing locks and that will then result in errors.
- Clearing locks will hog network resources. Anyone trying to do work at the same time could experience significant delays.

While clearing locks certainly won't fix all of your Sage Pro problems, it can be a good place to start. As always, if you aren't certain, help is just a phone call away. Watch for future Tips and Tricks editions of The Advisor, where we will look into other locking and recovery issues.