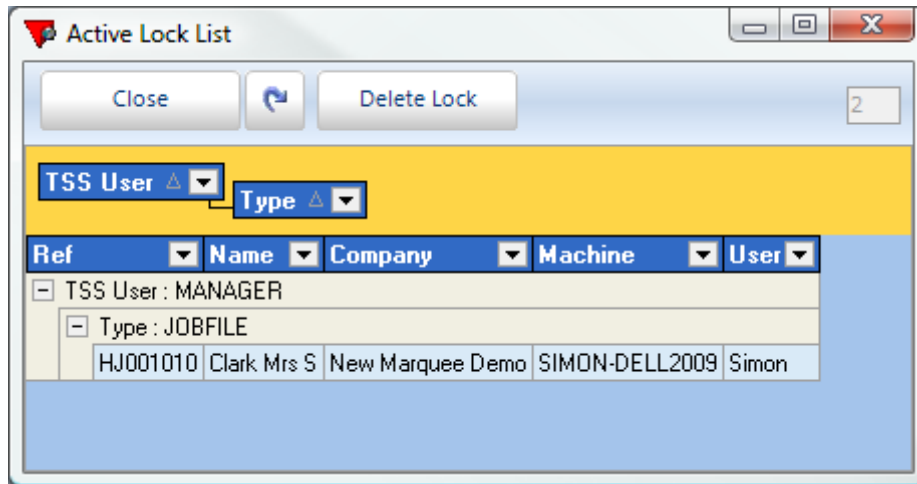




If the system is saying that you have exceeded your licence count, or jobs are showing as read only, and you think that you should have licences free, then it may be that you have some active lock issues.

Whenever a user is using a licenced part of the program a lock is created and occasionally that lock is not cleared when the user closes the program.

To clear these locks go to the maintenance section at the top left of the summary screen and select '*ACTIVE LOCKS*'.

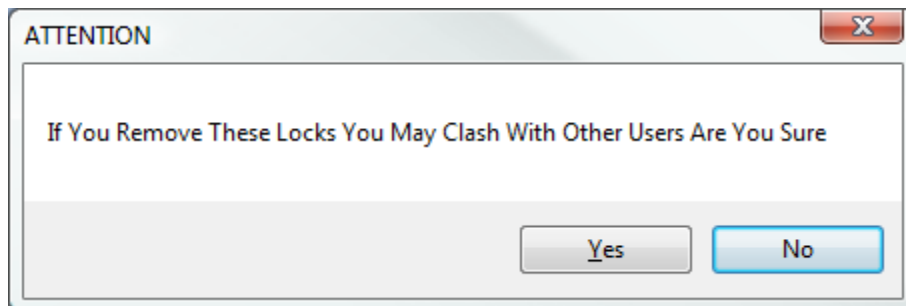


Click on any job that you know is not being used and then press '*DELETE LOCK*' at the top.

You may also have the same issue in the delivery scheduler if you use it. To clear these is slightly different.

MAKE SURE THAT ALL USERS HAVE THE SCHEDULER CLOSED BEFORE YOU DO THIS OR IT WILL CAUSE THE DATA THEY ARE WORKING ON TO BE LOST.

To remove these locks you right click to the right of the '*INCLUDE PURCHASE ORDER*' button and then click on the button called '*REMOVE ALL DELIVERY LOCKS*'.



Then click the refresh button for the required day.