

Record Locks Webinar

Record locking is a requirement of any multiuser application in order to assure that only one operator can edit a record at a time. Records are locked when being edited and the lock is released when the editing is done, and the record is saved.

When the record is being edited and another user tried to edit that same record, they will see a message indicating that the record is locked and will not allow the record to be edited. In that instance, you should determine who is editing or updating the record and ask them to end out of the record so you can edit or update the record.

In the rare instances where there is a record locked and getting the user that locked the record to unlock it is not possible, there are some programs in Ascente and Traverse that will allow you to remove a record lock. This should be considered exception processing and should be a rare occasion when this is necessary. If this is a common occurrence, you should contact Compusource – Ascente Support to investigate what needs to be done to prevent this.

Locking Error	TRAVERSE
This transaction is already locked. Service Order: OC010126 User: sa Form: Call Taking Date: 9/5/2019 8:34:01 AM	Transaction 2085 is currently being edited by user sa.
Retry Cancel	

a		Locked Transaction Inquiry				
4 🗟 😰	N					
Table	Description	Current User	Date/Time Locked	Program		
ServiceOrder	Service Order: 0C010126	sa	9/5/2019 8:34:01 AM	Call Taking		

TRAVERSE	x
Transaction 2085 is currently being edited by user sa.	
	ок



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R	eceipt <u>N</u> o	2085 😶 Ba	atch Code 070	7 7 F	Payment <u>D</u> ate	7/7/2017	Fiscal Pd/Y	ear	7 🔊 /	2017	
C	ustomer I	ID Jei	rick …	Payment <u>M</u> eth	nod ID Cast						
c	Currency ID USD 🕑 Bank Account ID Operating										
Exch Rate 1											
P	ayment A	mount	-75.00								
R	emaining		0.00								
0	oen Invoi	ce Summary			Jerick I	Enterprises				(Open Invoice
1	Dpen Invoice Summary Invc Date Invoice > 3/25/2015 Regular 8/31/2016 Regular			Invoice No	Disc Date	Net Due	Disc Allo	Payment	Discount	Dist Code	Hold
		3/25/2015	Regular	OC010123	3/25/2015	1,729.13	0.00	0.00	0.00	Std	
		8/31/2016	Regular	TestRPL2	8/31/2016	18,450.00	0.00	0.00	0.00	Std	
		9/19/2016	Regular	MSR1-001	9/19/2016	4,050.00	0.00	0.00	0.00	Std	
		7/7/2017	Regular	GA000100	7/7/2017	75.00	0.00	-75.00	0.00	Std	
		10/10/2018	Regular	LAM008-0398	10/16/2017	634.50	0.00	0.00	0.00	Std	
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		Batch Code	Description	Perman	Cash Rcpts Jour	Lock Ba	Lock Date	Lock By	Activity	Default
	F	#######	Default Batch		Not Applicable	Lock			Activity	
		0707	Service Billing C		Printed	Lock			Activity	
		Andrew	Andrew	\checkmark	Not Applicable	Lock			Activity	
		Mark	Mark	\checkmark	Not Applicable	Lock			Activity	
	*					Lock			Activity	

=	Batch Activity	×
	Batch Code 0707	
User ID	Trans No	Date/Time
▶ sa	2085	10/25/2017 4:10:01 PM
	Refresh Delete	





Ascente

Locked Transaction Inquiry

The Ascente / System / Inquiries / Locked Transaction program is the program used to view and clear all Ascente record locks.

8		Locked Transa		- - X		
4 🗟 🖸	N					
Table	Description		Current User	Date/Time Locked	Program	
ServiceOrder	Service Order: 0C010126		sa	9/5/2019 8:34:01 AM	Call Taking	
-						

With this program you can:

- View the existing Ascente record locks.
- Delete a record lock.
- Refresh the display of record locks.



Traverse

Accounts Payable - Transactions

When editing an existing transaction in Traverse, the record is locked, and you must click on the [Update] button to unlock it. This is common to most transaction entry programs in Traverse.

	AP Transactions 🔟						
Accounts Payable <	🛃 🕅 🖣 1 of 1 🕨	🛛 🛛 🛤 🗙 🖉	9 🗋 🕅 🗉	🖹 🔒 Update Imp	ort Print -		
Interactive Views Transactions Transactions Transactions	Transaction No 000000	273 ··· Payments Total	Base Currency	Transaction Typ	e Invoice 🖂	Net Due	125.00
Copy Recurring Entries Change Batches	Batch Code #	##### 🗹 Default B	atch	Terms Code	Now		Due Now
Iransaction Journals Pay Invoices Management Reports	Location ID Vendor ID C	ons 🔛 Fix It For	You	Distribution Coo	de Std		✓ Standard
Productivity Reports Periodic Processing	Default Allocation ID		i du	Taxable	V 1099 Invoice		
 Setup and Maintenance Vendors 	Invoice Num <u>b</u> er 12	2345678		Fiscal Period/Ye	ear 12 💭	/ 2017	
Transaction Batch Codes Payment Batch Codes	PO Number	2/10/20		Currency ID Exch Rate	1 V]	
Class Codes Distribution Codes Division Codes	Notes						
Priority Codes Recurring Entries Terms Codes				×			
1099 Form Codes	Re-sequence Project						»
	Item ID	Description	Location ID	GL Acct	Quantity	Unit	Unit Cost
	*	test		12000000	1.0000	EA	125.0000



ACC	ounts Payab	ole - Transact	tion Bato	ch Codes	Lock Batch Button	ock a batcł	ı.			2
	⊯ 4 1 of 3		(🖻 🤊		à 🖪					
	Batch Code	Description	Perma	Purchases Jour	. Misc Debits Jour	Lock B	Lock Date	Lock By	Activity	Default
•	######	Default Batch		Unprinted	Not Applicable	Lock			Activity	
	AR-Com	AR Commissions		Not Applicable	Unprinted	Lock			Activit	
	TEST	TEST demo		Not Applicable	Not Applicable	Lock			Ac	
*						Lock			\checkmark	
				1	1				/	
							. D			

Figure 1: Accounts Payable / Setup and Maintenance / Transaction Batch Codes

Activity Button

Click to view locked transactions and optionally delete the record/transaction lock.

- 1. Select a code to edit from the **Batch Code** field.
- 2. Click the Lock button to toggle the batch lock status.
- 3. Click the **Activity** button to view the batch code, the user IDs of those who update the batch and transaction, and the date and time the update occurred. From this pop-up window you can:



Figure 2: Accounts Payable / Setup and Maintenance / Transaction Batch Codes Activity screen

- **Refresh** the list of batch activity, which also refreshes the list of users in the pop-up window.
- Delete a transaction from the Batch Activity dialog box. This will change the status of a transaction from locked to unlocked. This needs to be done if a journal or posting was not completed successfully, to unlock the batch. Deleting this record will only delete the locking record, not change anything for that transaction.
- 4. Close the pop-up window to return to the Batch Codes screen.



Accounts Payable - Payment Batch Codes

Use the Transaction Batch Codes function to toggle the lock status of the batch **#######**, which is the main batch. All transactions are automatically assigned to the main batch if you do not elect to use batch processing.

AP Payment Batch Codes 🗵											
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	Batch Code	Description	Permanent	Check Status	Lock Batch	Lock Date	Lock By	Activity	Default		
•	######	Default Batch		Not Applicable	Lock			Activity			
	TEST	Test payments batch		Printed			Activity				
*	Tues	Tues Lock Bate Click to lo	ock a batch.	Activity Click to delete t	/ Button view locke the record	ed transac /transactio	tions and o on lock.	ptionally			

Figure 3: Accounts Payable / Setup and Maintenance / Payment Batch Codes

- 1. Select a code to edit from the Batch Code field.
- 2. Click the **Activity** button to view the batch code, the user IDs of those who update the batch and transaction, the workstation used for the update, and the date and time the update occurred. From this pop-up window you can:

Batch Activity		
	Batch Code ######	
User ID	Trans No	Date/Time
> kenth	0000057	7/6/2010 12:54:06 PM
		Locked Record/Transaction Click to delete the record/transaction lock.
	Refresh Delete	

Figure 4: Batch Activity Records

- **Refresh** the list of batch activity, which also refreshes the list of users in the pop-up window.
- **Delete** a transaction from the Batch Activity dialog box. This will change the status of a transaction from locked to unlocked. This needs to be done if a journal or posting was not completed successfully, to unlock the batch. Deleting this record will only delete the locking record, not change anything for that transaction.
- 3. Close the pop-up window to return to the Batch Codes screen.



	CC	Junts R	eceivabi	e - Tra	nsaction Ba	tch Codes		Lo	ck Batch B	Button			
(AR	Transaction B	Batch Codes 👔					Click to lock or unlock a batch.					
		[∥ ∢ 1	of 2 🕨 🔰	▶¤ X [) ") <u>(</u> () e	1 🖻 🖺		4	/				
		Batc 1	Description	Perma	Sales Journal	Misc Credits Jo	Lock	Bat	Lock Date	Lock By	Activity	Default	
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	*						Lo	ock 🚽					
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Figure 5: Accounts Receivable / Setup and Maintenance / Transaction Batch Codes

Activity Button

Click to view locked transactions and optionally delete the record/transaction lock.

1. Select a code to edit from the **Batch Code** field.

Note: Click the Activity button to view the batch code, the user IDs of those who update the batch and transaction, and the date and time the update occurred. From this batch activity screen you can Refresh the list of batch activity, Delete the status of a transaction from locked to unlocked, and close to return to the Batch Codes screen.

- 2. Click the Lock button, if necessary, to lock the batch and prevent other users from entering or editing transactions in a batch that is being posted.
- 3. NOTE: If a batch posts unsuccessfully, the system locks the batch. When locked, you cannot enter, edit, or post.
- 4. To unlock a batch, click the Lock button.
- 5. Click the Save button, on the toolbar, to save any changes made to the batch code.

Batch Activity Screen

When you click the Activity button on a batch code maintenance screen, the Batch Activity screen will appear.

Batch Activity		×	
E	atch Code ######		
User ID	Trans No	Date/Time	
	Locked R Locked re and delet	ecord/Transaction ecords / transactions te a locked record/tra	will display here. Click to select nsaction.
٩	tefresh Delete		

Figure 6: Batch Activity Record / Transaction Locks

The Batch Activity screen shows the ID of the user using the batch, the transaction number for the batch activity, and the date and time of the activity.

- 1. To refresh the list of users, click the Refresh button.
- 2. To change the status of a transaction from locked to unlocked, and delete it from the activity screen, click Delete.



3. Use the red X in the upper right corner of the activity screen to close it.



Ac	0	unts Receiv	vable - Rece	ipts Batc	h Codes		Lock Ba	atch Bu	utton			
ſ	AR Receipts Batch Codes 🗵 Click							Click to lock or unlock a batch.				×
🛃 🕅 🖣 1 of 2 🕨 🎽 🜬 🗙 🖻 🤊 🞑 🛷 🖃 🖺 🖺												
	Batch Code Description Perm Cash Rcpts J Lock Lock Date Lock By Activity Default											
	Þ	*****	Default Batch		Unprinted	Lock]			Activity		
		SD	SD Payments		Not Applicable	Lock]			Activity		
	*					Lock]			Activity		
Activity Button												
	Click to view locked transactions and optiona								optionally			
Figu	gure 7: Traverse / Accounts Receivable / Setup and Maintenance / Receipts Batch Codes delete the record/transaction lock.											

If the post stops unexpectedly, the user can clear the lock from the post from this screen.

Batch Activity Screen

When you click the Activity button on a batch code maintenance screen, the Batch Activity screen will appear.

Batch Activity		×	ĺ.
в	atch Code ######		
User ID	Trans No	Date/Time	
	Locked R Locked re and delet	ecord/Transaction ecords / transactions te a locked record/tra	will display here. Click to select
R	efresh Delete		

Figure 8: Batch Activity Record / Transaction Locks

The Batch Activity screen shows the ID of the user using the batch, the transaction number for the batch activity, and the date and time of the activity.

- 1. To refresh the list of users, click the Refresh button.
- 2. To change the status of a transaction from locked to unlocked, and delete it from the activity screen, click Delete.
- 3. Use the red X in the upper right corner of the activity screen to close it.



Bank Reconciliation – Bank Activity

Use the Bank Activity function to view users currently posting transactions in Bank Reconciliation records when the Post Transactions process is running. Once the post is complete the records are cleared from the list. If the post stops unexpectedly, the user can clear the lock from the post from this screen.

BR Bank Activity 🔟		X	
User ID	Trans No	Date/Time	
▶ sa	Payroll	8/28/2019 7:17 AM	
	Bank Activity Locked record locked record	ds / transactions will c	lisplay here. Click to select and delete a ecessary.
	Refresh	Delete	

Figure 9: Traverse / Bank Reconciliation / Setup and Maintenance / Bank Activity

Once the post is complete the records are cleared from the list. If the post stops unexpectedly, the user can clear the lock from the post from this screen.

Refresh: Refresh the displayed transaction information.

Delete: Delete the selected transaction records.



System Manager – Form Numbers

Use the Form Numbers function to toggle the Locked check box to lock or unlock a form number. This is rarely necessary.

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	Form ID	Next No.	Locked		Locked By	Locked Date				
	AR INVOICE	1	1							
	BACCDocNum	1	1							
►	BANK:BOA	1	1		sa	9/10/2019				
	BANK:Operating	1	1							
	BANK:Payroll	1	1							
	PAChecks	1	1							
	Po Order	1	1		Locked					
	SO INVOICE	1	1		Use this to toggle the Locke	ed check box to lock or				
					uniock a form number.					

Figure 10: Traverse / Bank Reconciliation / Setup and Maintenance / Bank Activity

Once the post is complete the records are cleared from the list. If the post stops unexpectedly, the user can clear the lock from the post from this screen.

Refresh: Refresh the displayed transaction information.

Delete: Delete the selected transaction records.