



A Division of Front End Digital Inc

11899 Stepping Stone Drive Fishers, IN 46038  
1.800.586.0943

## ProfiTouch Technical Article

# 2005-0224005

Title: Locked Files

Published: 02/24/2005

**Symptoms:** Someone is trying to close a check that was paid for with a credit card, an error message comes up saying a file is in use and the computer locks up. (See Figure A below)

**Cause:** No one can close a check that was paid for with a credit card if anyone has the Credit Card Maintenance program open. The program locks the files to prevent corruption of the data in the file.

### Additional Information:

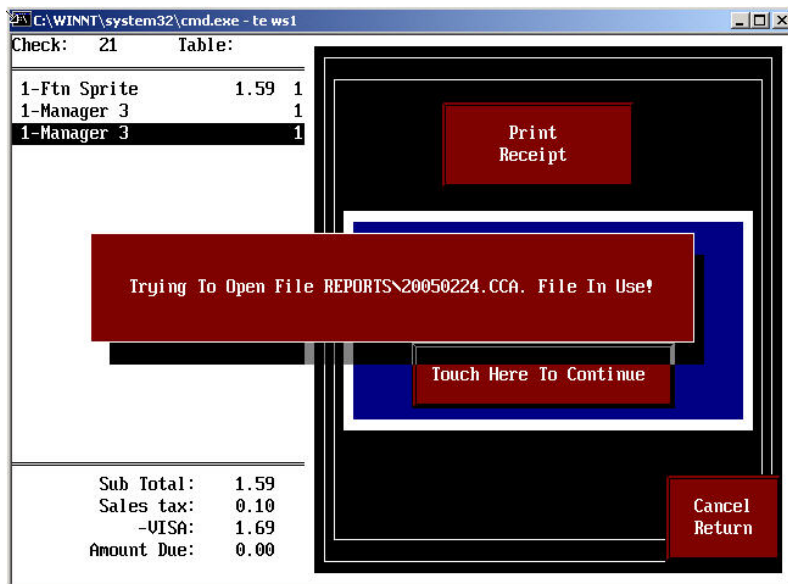


Figure A

Similar Locked file error messages will appear if a manager is in Time Adjustments. Employees will not be able to clock in and out well Time Adjustments is open.



*A Division of Front End Digital Inc*

11899 Stepping Stone Drive Fishers, IN 46038

1.800.586.0943

The Resolution to this problem is to close Credit Card Maintenance or Time Adjustments and the error message will clear from the screen.

DO NOT X out of ProfiTouch or turn off the computer to resolve this problem as it may cause the checks credit card file not to process correctly and you will have problems checking out the server at the end of the shift.