Q10: How do I unlock my SUPERPAY?

10.1   Locked message

Occasionally when you enter a company number either on the Logo Screen or on the ALT-F2 window, SUPERPAY displays a 'locked' message such as.

Unable to Lock File

The file "C:\SUPERPAY\SC001CPY.DAT" cannot be locked.......................................
....etc.

Press any key to continue.

Diagram 1: Locked file message

Press any key and enter a different company number, **or** if this is the company you want, UNLOCK the file as follows.

10.2   Press ALT-U

If you are sure no-one else is using the company, check that you do not have SUPERPAY already open in another window. (This can happen inadvertently if your screensaver has earlier minimised SUPERPAY on your task bar.) Only proceed when you are sure that the company is not already open.

While the message is displayed, press **ALT-U** (U for unlock), i.e. hold down the ALT key and press u. SUPERPAY then displays a second message (and usually makes a noise).

10.3   Press CTRL-ENTER

FORCIBLY UNLOCK FILE

WARNING! Forcibly unlocking a file currently being accessed by another user will 'ALWAYS' cause data corruption............................etc.

Diagram 2: Unlock files

When the above message is displayed, press **CTRL-ENTER** to unlock the company and proceed.

10.4   Why this lock is needed

When an operator opens a company in SUPERPAY, a lock is placed to stop anyone else accessing that company while it is being used by the operator. When the operator closes the company (e.g. by EXITING from the MAIN MENU), SUPERPAY releases the lock and someone else can then access that company's data. This lock is essential for networks to prevent two users corrupting a data file by accessing the same company at the same time.

However, even if you are on a stand-alone system this message could still be displayed simply because the company was not closed down properly the last time it was used. This could be because:

❑ your system crashed, or

❑ the person who last accessed the company did not close down SUPER-PAY via the MAIN MENU as described above, or

❑ it is already open on your own machine.