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Activity Locks

Cavallo Support - 2025-11-11 - [System](#)

Overview

The Activity Locks module allows a user with access to view or clear activity locks on a Sales Document, Batch, Customer, Returns Tracker Case, or System User.

Usage

The upper section of the screen displays document-level locks. The user name displayed is the Sales Pad user name. To clear a lock, highlight the item you wish to clear and click **Clear Lock**. To clear the locks on all documents click **Clear All**. If permissions do not allow a user to clear others' locks, only the user's own locks will clear.

The screenshot shows the 'Activity Locks' interface. At the top, there are buttons for Close, Refresh, Clear Lock, and Clear All. Below this is a table titled 'Locks' with columns for User Name, Lock Info, Session ID, and Table Name. One row is visible: User Name 'sa', Lock Info 'ORDST2254', Session ID '1.00', and Table Name 'TWO.dbo.SOP10100'. Below this is a large empty space. At the bottom, there is a section titled 'Clear Unused Batch Locks' with a button. Below this is another table titled 'Batch Activity' with columns for User ID, Company, Batch, and Transaction Source. Four rows are listed: 'sa (SalesPad)' with Company 'Fabrikam, Inc.', Batch 'READY TO PICK', and Transaction Source 'Sales Transaction Entry'; 'sa (SalesPad)' with Company 'Fabrikam, Inc.', Batch 'TRX ACTIVITY', and Transaction Source 'Sales Transaction Entry'; '??? (SalesPad)' with Company 'Fabrikam, Inc.', Batch 'CONTRACTS', and Transaction Source 'Sales Transaction Entry'; and '??? (SalesPad)' with Company 'Fabrikam, Inc.', Batch 'TRX ACTIVITY', and Transaction Source 'Sales Transaction Entry'.

User Name	Lock Info	Session ID	Table Name
sa	ORDST2254	1.00	TWO.dbo.SOP10100

User ID	Company	Batch	Transaction Source
sa (SalesPad)	Fabrikam, Inc.	READY TO PICK	Sales Transaction Entry
sa (SalesPad)	Fabrikam, Inc.	TRX ACTIVITY	Sales Transaction Entry
??? (SalesPad)	Fabrikam, Inc.	CONTRACTS	Sales Transaction Entry
??? (SalesPad)	Fabrikam, Inc.	TRX ACTIVITY	Sales Transaction Entry

You may also configure users in a Security Group to only be able to view and delete their own locks using the following sub-security settings.

Activity Locks >> User Can Only Delete Their Locks

Activity Locks >> View Only Active User Locks

Security

Select All | Select None | Copy From... | [Activity Locks](#) | Search

Access	Name
<input type="checkbox"/>	<input checked="" type="checkbox"/> Activity Locks*

[Name Contains Activity Locks And Name = Activity Locks*]

Activity Locks

Misc

Can Clear Unused Batches	True
Can Delete Locks	True
User Can Only Delete Their Locks	True
View Only Active Users Locks	False

Note: If you see a User ID of ??? (Sales Pad) in the Batch Activity area, It is possible that a batch may be orphaned in SalesPad and will be displayed under Batch Activity view with a User ID of "??? (Salespad)". To remove these orphaned batches, click the Clear Unused Batch Locks button. If that does not clear the lock, have your database administrator run the script below against the company database:

```
BEGIN TRAN
DELETE a FROM DYNAMICS..SY00800 AS a WHERE isnumeric(USERID) = 1 AND
BCHSOURC = 'Sales Entry'
```

--don't delete rows that have a dex_lock record (you can delete w/ activity locks)

```
AND NOT EXISTS (SELECT 1 FROM tempdb..dex_lock AS d WHERE d.row_id=a.USERID AND table_path_name
like '%SOP10100')
COMMIT TRAN
```

Security

*Activity Locks** - This will enable or disable the Activity Lock module.