



Megan De Freitas - 2024-12-03 - [System](#)

The Activity Locks module allows a user with access to view or clear activity locks on a document or batch.

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.

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:

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

Security

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