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.

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

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.