

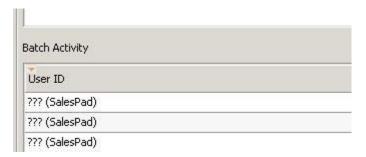
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## **Clearing Orphaned Batches Activity Locks**

Cavallo Support - 2024-11-22 - Troubleshooting

If the Batch Activity view in the Activity Locks module shows "??? (SalesPad)" as a User ID, a batch may be orphaned in SalesPad.

Batch Activity view in Modules > Activity Locks:



To remove orphaned batches, run the following SQL Query against the company database:

## **BEGIN TRAN**

DELETE a FROM DYNAMICS..SY00800 AS a WHERE is numeric (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

## **Important Reminders and Suggestions:**

- This script is considered "as is" and any changes/modifications that might be needed would require a signed quote.
- If you are required to change a Security Option or Setting, your users will need to restart SalesPad before the changes take effect.
- Please install this on a test machine and run it against a test database before using it on your live system
- $\bullet\,$  You should always make sure you have a database backup prior to installing new software.
- Database Triggers, after final delivery, are the responsibility of the dealer/customer. SalesPad will not be responsible for maintaining copies of custom database objects.
- $\bullet~$  C# scripts, after final delivery, are the responsibility of the dealer/customer.