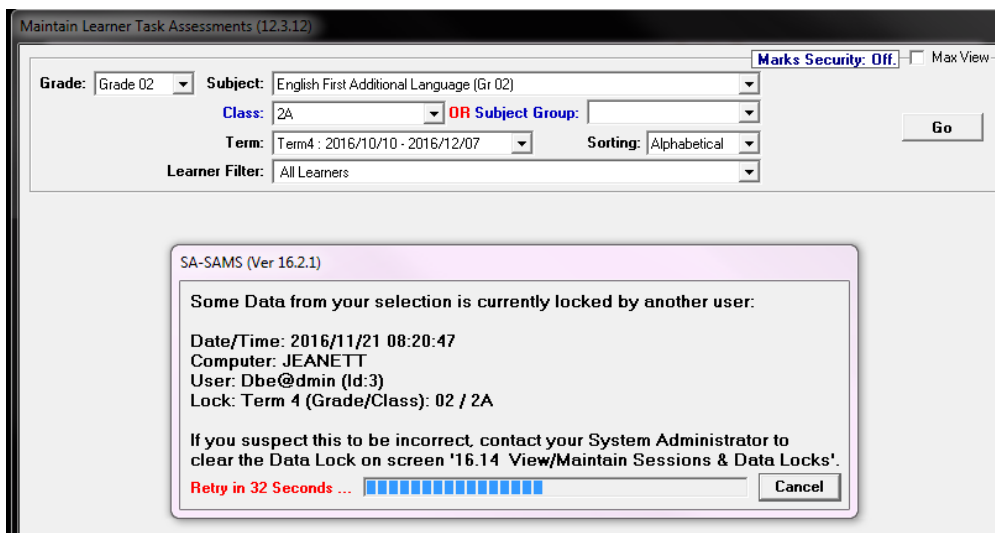
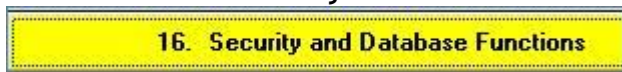


The message "Data is locked", it can be resolved by following these steps.

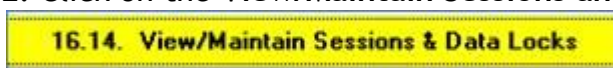


This is how to fix:

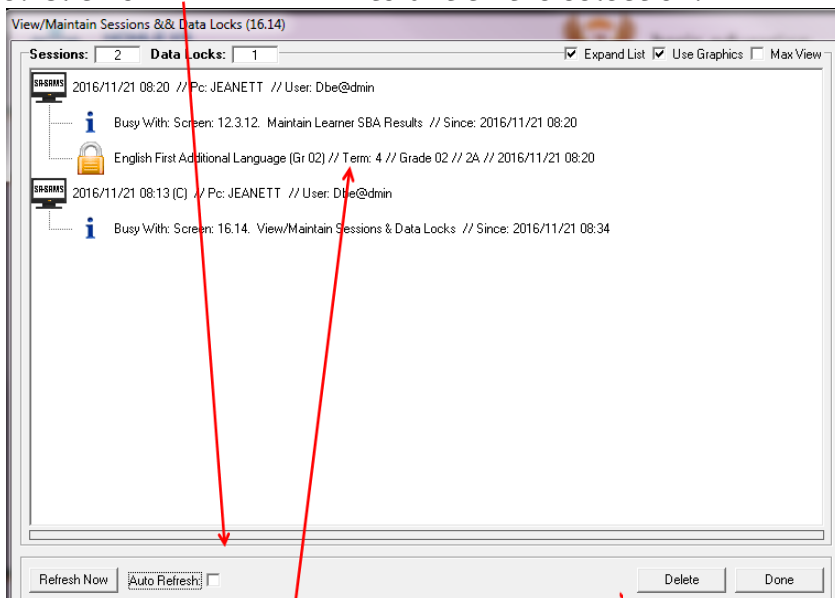
1. Click on the Security and Database functions (16) button.



2. Click on the View/Maintain Sessions and Data Locks (16.14) button.



3. Click on Auto Refresh to untick the selection.



4. Click on the locked subject (with a lock on).

5. Click on the Delete button.

PLEASE NOTE: The Deleting of LOGS as described in our previous e-mail should only be used as a last resort after ensuring that all users are logged off SA-SAMS and the main computer (server) has been restarted and you are still unable to capture marks.

If you delete the Logs while somebody is still capturing marks, their marks will not be saved and therefore disappear.