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

laintain Learner Tasl	c Assessments (1	2.3.12)		Marks Security	• Off Max V
Grade: Grade 02	▼ Subject: Class: Term: Learner Filter:	English First Additional Language (Gr 02) 2A	p: Sorting: Alphabetical		<u> </u>
	SA-SAMS (Ve Some Da Date/Tim Computer User: Dbu Lock: Ter If you sus clear the	r 16.2.1) ta from your selection is currently lo e: 2016/11/21 08:20:47 r: JEANETT e@dmin (Id:3) rm 4 (Grade/Class): 02 / 2A spect this to be incorrect, contact yo Data Lock on screen '16.14 View/M	cked by another us ur System Administr aintain Sessions &	rator to Data Locks'.	

## This is how to fix:

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

16. Security and Database Functions

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

16.14. View/Maintain Sessions & Data Locks

## 3. Click on Auto Refresh to untick the selection.

View/Maintain Sessions && Data Locks (16.14)	
Sessions: 2 Data Locks: 1	🔽 Expand List 🔽 Use Graphics 🗔 Max View
586885 2016/11/21 08:20 // Pc: JEANETT // Us	er: Dbe@dmin
Busy With: Screen: 12.3.12. Maint	ain Learner SBA Results // Since: 2016/11/21 08:20
English First Additional Language (G	ìr 02) // Term: 4 // Grade 02 // 2A // 2016/11/21 08:20
2016/11/21 08:13 (C) // Pc: JEANETT //	'User: Dile@dmin
Busy With: Screen: 16.14. View/M	aintain Sessions & Data Locks // Since: 2016/11/21 08:34
Refresh Now Auto Refresh	Delete Done

- 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.