

## Error opening record

- **Article Type:** General
  - **Product:** Alma
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### Problem Symptoms:

\* All attempts to edit a particular bib record result in an error:

Error. An error has occurred, please try again later and contact the system administrator.

### Cause:

The record is "Locked By: Unassigned," which means that an operator chose "Release Assignment" rather than "Release Record."

### Resolution:

#### Procedure

To unlock a "Locked By: Unassigned" record, perform the following steps:

1. From repository search results, click Edit to open the bib in Metadata Editor.
2. In the File menu, click "Release Record" or "Save and Release Record" (not "Release Assignment").

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## Additional Information

In a Network Zone environment, make sure to unlock the NZ record if applicable instead of the Institution record.

**Category:** Metadata editor

**Subject:** Marc21 – BIB

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