
Record locked by another user

- **Article Type:** General
- **Product:** Aleph
- **Product Version:** 20, 21, 22, 23

Description:

A user is reporting "Record is locked by another user" occurring frequently. A truck of books is barcoded; book truck goes to a quality control checker; who checks the data (wandering in barcode, etc.) more than an hour later -- encounters "Record locked" A serials checkin person has a problem with a checkin record; hands it off to a supervisor; then goes on to do another record (and another and another); serials supervisor goes to look at the first checkin record two hours later -- the record is locked by another user.

The user took a book which had been barcoded earlier this morning and tried to wand it in -- this time it worked. She took a serial title which was problematic 1/2 hour before and could not get to the record (Locked) [the checkin person had moved on multiple times to other records -- I had them check the serials module to be sure that the record was not open on any other tab; the checker does not open the cataloging module at all]

I saw no errors in the pc_server log ... the pc_server_defaults have:

```
setenv default_lock_period 300
setenv doc_lock_period 1800
setenv file_lock_period 9999
```

Resolution:

One typically sees records like this in the vir01 z60 lock table:

```
ABC50PC-ITEM-000931868
ABC50PC-USR-ID200033128
ABC01PC-DOC-000476387
ABC50PC-ADM-001498640
```

This SQL can be used to monitor locks for a particular record:

```
> s+ vir01;
SQL> select * from z60 where z60_rec_key like '%001234567%'; <where "001234567" is the record key>
```

To look for item locks:

```
SQL> select * from z60 where substr (z60_rec_key,6,7) = 'PC-ITEM';
```

To look for user locks:

```
SQL> select * from z60 where substr (z60_rec_key,6,6) = 'PC-USR';
```

Note: Lock records don't automatically disappear from the z60; they may be there but in an expired state. (The \$alephe_root/pc_server_defaults doc_lock_period parameter determines when the lock expires.) The util a/12 ("Drop lock tables") and clear_vir01 entirely clean out the lock tables.

If you are certain that a particular lock record is incorrect or unneeded, you can delete it with SQL, like this:

```
> s+ vir01
SQL> delete from z60 where z60_rec_key like '%002303721';
```

The lock period which applies to non-doc records (such as, in this case, the item) is "default_lock_period" (in pc_server_defaults).

The lock period which applies to doc records (such as, bib, authority, HOL, ADM, or Course Reserve) is "doc_lock_period" (in pc_server_defaults).

See the Article "[Lock periods in pc_server defaults](#)" in regard to lock periods.

Additional Information

See the articles "[Bib record is locked](#)" and [Lock periods in pc_server defaults](#) .

In SF Case 00491835 where the customer was getting the "Record is locked by another user" along with 'Remote Service Error (c0203 update-chk 98)', they found that deleting the 856 field from the record solved the problem: there was some defect in the 856 field which was causing the problem.

-
- **Article last edited:** 10/8/2013