

Update IE representation lock the IE and update never ends

- **Product:** Rosetta
 - **Product Version:** 5.0.1
 - **Relevant for Installation Type:**
-

Problem Symptoms:

Add a representation to an IE.

The update lock the IE and never ends.

The IE is locked with the message:

"Currently Adding/Updating Representation By: USER XXX."

There are no available actions and no option to roll back.

Cause:

The process has failed but Rosetta was not able to stop or revert the process and unlock the IE.

Resolution:

Contact Rosetta support to unlock the record in the DB.

- **Article last edited:** 20-April-2016