

## Locked Master Files in REST Professional

### Overview

Master Files in REST can become locked as a security measure so no changes are made if someone else is in the same Master File at the same time.

### Problem

A “Locked - Read Only” message may generate when accessing a Master File in REST as follows:

Tenant Details

Alpha index ALBAJ **LOCKED - Read Only** Active

Lease name Jessica Alba

General | Rental | Bank | Reneg/Inspect | Notes/Mail/Reminder | Invoices | Commercial

Property LOUISA16/7 7/16 Louisa Road BIRCHGROVE NSW 2041

Go to property Mr Daniel Craig Mr Craig Home:02 9555 0007

Go to owner

Contact

Name Jessica Alba Add contact Remove contact

Salutation Ms Alba Total contacts: 2

Date of Birth

Home 02 9555 3846 Work

Fax Mobile 0421 556 123

Email kelly.dekker@rockend.com.au

Primary Contact  Lease Contact  Accounts Contact  Repairs Contact

Lease

Short name Jessica Alba Bond required \$1,400.00

Original lease date 01/01/13 Vacating / / Bond no

Lease start date 01/01/13 Termination / / Bond collected \$4,400.00

Lease end date 31/08/13 Lease break / / Bond held \$1,000.00

Cancel - ESC

Action - F1

Clear - F2

Delete - F3

Add Mode - F4

Status - F6

Search - F7

Last Edits - F9

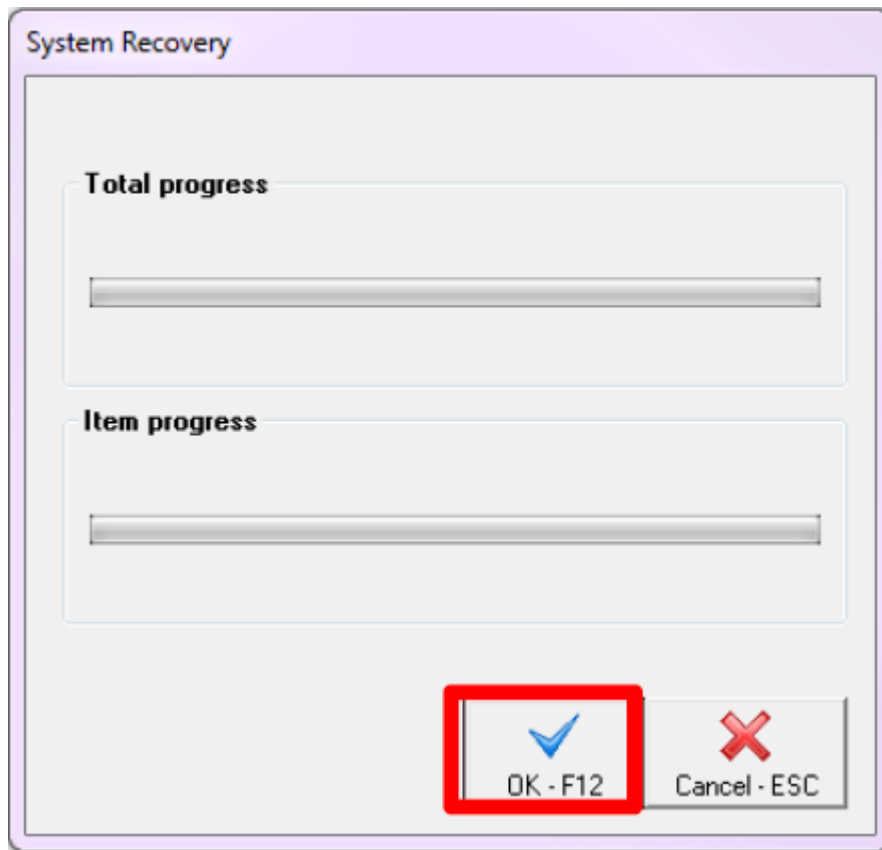
OK - F12

Locked files can occur for a number of reasons:

- Someone is trying to access the file when another user is in the file
- Trying to receipt funds when the tenant card is open on the same work station
- An error message was received in REST causing the program to close while in the Master File

## Solution

1. You will need to log everyone out of REST. You can view who is logged into REST by going to Other > Active User List
2. Go to Other > System Recovery > Press OK
3. Once this is complete, everyone will be able to log back into REST and the Locked Files will be available again



In some circumstances, the System Recovery will not run or unlock the Master Files, should this occur you will need to contact REST Support for further assistance.

02/02/2016 10:52 am AEDT