MDS Quick Guide MDS Lock Maintenance

Overview :

The MDS System locks records to prevent data from being overwritten. When a process updates a record, such as an Order or Customer it creates a software lock with the name of the process, the username and "port" of the person locking it. The Port is a unique number that is assigned at each login.

This new screen allows you to review all active locks on the system and if need be release them. Locks should only be released by an administrator and or someone who understands the impact.

For example, if you unlock a "RELEASE", shipment record or a PROD.DET Product detail record it's recommended best practice to verify the physical count of the item as it may have been updated partially or locked. The most common reason for Hung locks is a user dropping connection either due to a timeout or internet outage or a pc/application crash.

PLEASE NOTE: Locks are normal and should only last a few seconds while an update occurs, we also have a background job you can enable via the scheduler to allow you to see any locks pending over 10 minutes. These locks should be investigated and cleared if need be.

Choose option from the mds utility menu.
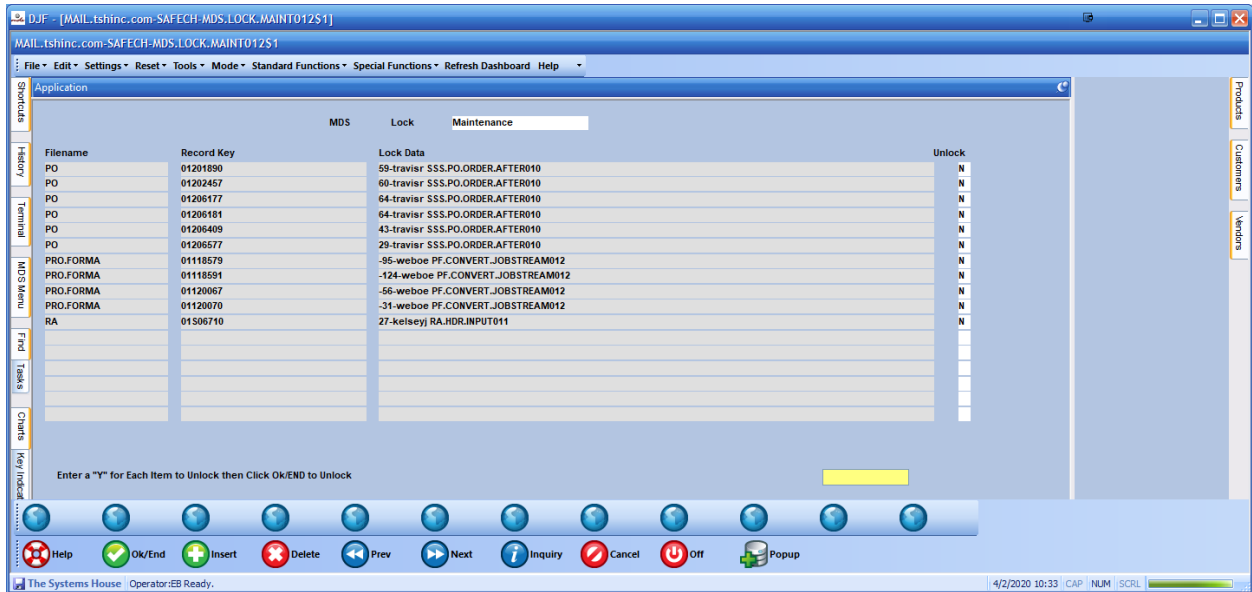
This screen will list any pending locks and allow you to clear them by clicking on the unlock column and changing the unlock flag to a "Y". Then click OK/End or 0 to accept
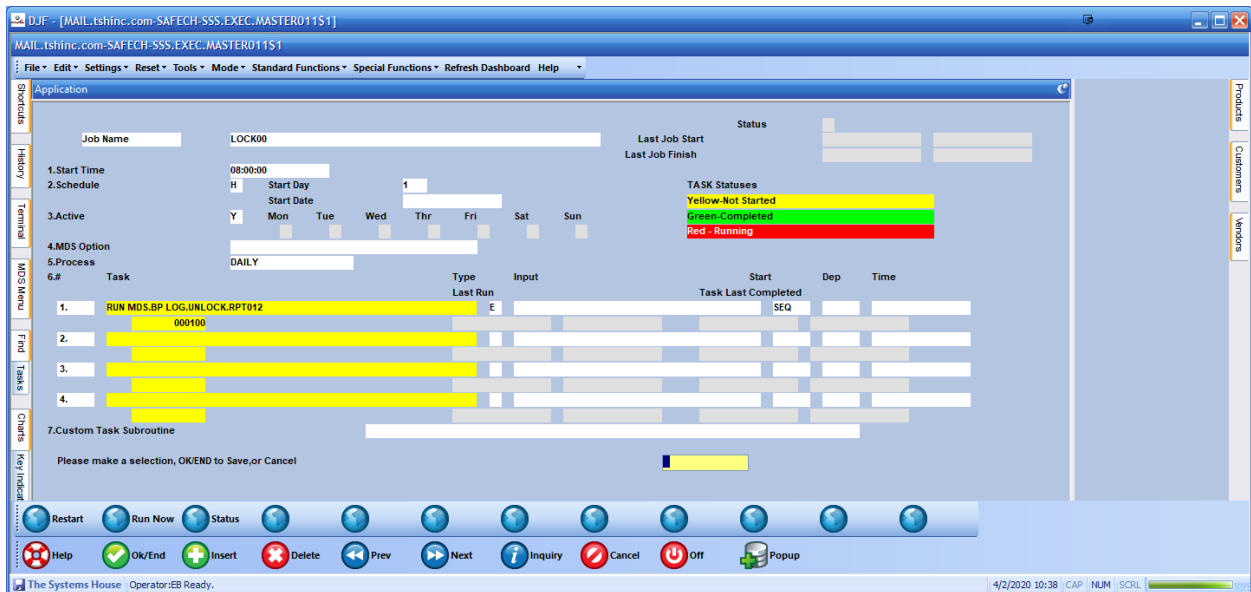You will get a popup confirming the lock is released
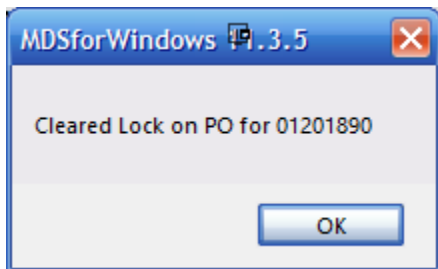
And the screen should refresh.
Scheduled Jobs
There are 4 default jobs that run every 15 minutes to advise you of a lock that is pending and has been open over 10 minutes
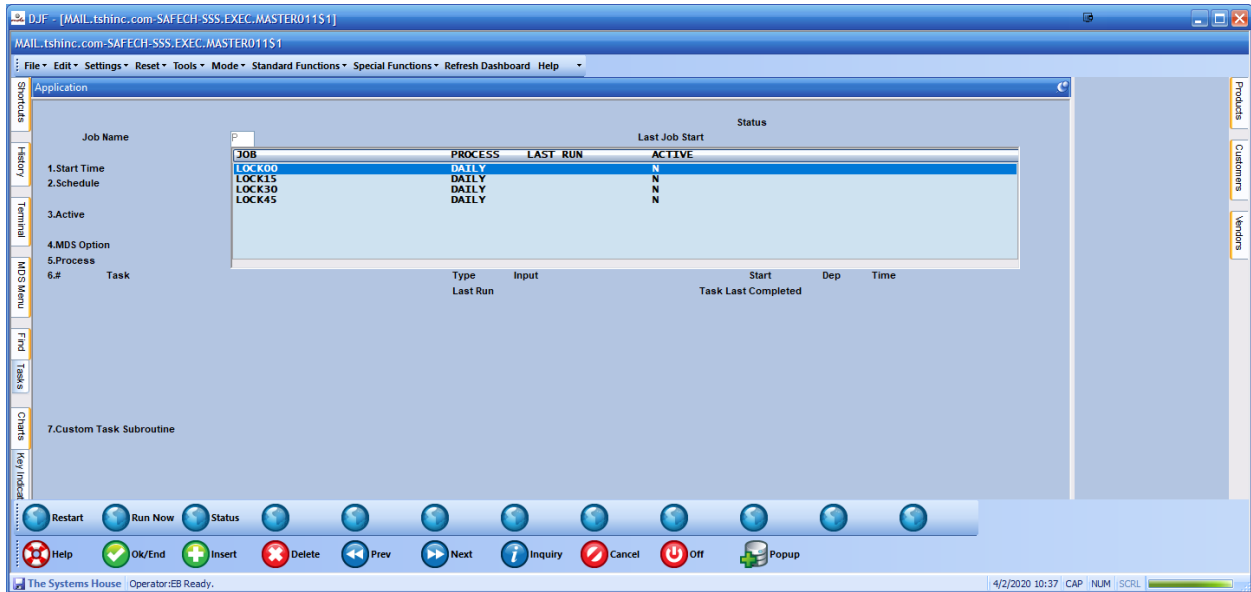
By default, these jobs are not active, contact tsh support to activate or use an active case number to turn them active.

Once the job is active it will email the customer service address in the MDS Printer and Inquiry Configuration menu option and cc **support@tshinc.com** with a list of any pending locks that are over 10 minutes old .

MDS Lock Listing Over 10 Minutes Old on BASE.12

support@tshinc.com
To ○ Kevin P Lynch
Cc ⊞ TSH Support Email

ⓘ This message has extra line breaks.

Reply | Reply All | Forward | ···
Wed 3/18/2020 5:50 PM

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MDS Locks Over 10 minutes old BASE.12 as of 03/18/20 @ 05:49:32pm

```
Record Lock: PO|133826 - 20-kpl PO.RCPT012 Set: 03/18/20 @ 04:30:28pm
Record Lock: PO|01136505 - 28-lkrause PO.RCPT012 Set: 03/18/20 @ 04:30:28pm
Record Lock: PO|01136526 - 27-kpl SSS.PO.ORDER.AFTER010 Set: 03/18/20 @ 04:30:28pm
Record Lock: PO|01136432 - 11-david  'PO.RCPT.UPD012' Set: 03/18/20 @ 04:30:28pm
Record Lock: PRO.FORMA|01A00896 - 28-lkrause PF.CONVERT.JOBSTREAM012 Set: 03/18/20 @ 04:30:29pm
Record Lock: PRO.FORMA|01A00197 - -10006 PF.CONVERT.JOBSTREAM012 Set: 03/18/20 @ 04:30:29pm
Record Lock: PRO.FORMA|01A00198 - -10247 PF.CONVERT.JOBSTREAM012 Set: 03/18/20 @ 04:30:29pm
Record Lock: PRO.FORMA|01A00374 - 22-kpl SSS.PF.CONV012 Set: 03/18/20 @ 04:30:29pm
Record Lock: PRO.FORMA|01A00207 - -6034 PF.CONVERT.JOBSTREAM012 Set: 03/18/20 @ 04:30:29pm
Record Lock: RA|01139454 - 23 RA.HDR.INPUT011 Set: 03/18/20 @ 04:30:29pm
Record Lock: RA|01132893 - 14 RA.HDR.INPUT011 Set: 03/18/20 @ 04:30:29pm
Record Lock: RA|01A01687 - 19 RA.HDR.INPUT011 Set: 03/18/20 @ 04:30:29pm
Record Lock: RA|01133359 - 59 RA.HDR.INPUT011 Set: 03/18/20 @ 04:30:29pm
Record Lock: RA|01A09287 - 25 RA.HDR.INPUT011 Set: 03/18/20 @ 04:30:29pm
Record Lock: RA|01139823 - 37 RA.HDR.INPUT011 Set: 03/18/20 @ 04:30:29pm
Record Lock: TRANSFER|01A03974001 - 35 WTRANS.RCPT011 Set: 03/18/20 @ 04:30:29pm
Record Lock: RA|01142832 - 15 RA.HDR.INPUT011 Set: 03/18/20 @ 04:30:29pm
Record Lock: RA|01142839 - 49 RA.HDR.INPUT011 Set: 03/18/20 @ 04:30:29pm
Record Lock: PO|136567 - 15-juli PO.RCPT012 Set: 03/18/20 @ 04:30:28pm
Record Lock: PO|01136431 - 11-david  'PO.RCPT.UPD012' Set: 03/18/20 @ 04:30:28pm
Record Lock: PO|01136542 - 19-kpl PO.RCPT012 Set: 03/18/20 @ 04:30:28pm
Record Lock: PRO.FORMA|01A00337 - 25 SSS.OE.ORDER.AFTER010 Set: 03/18/20 @ 04:30:29pm
Record Lock: PRO.FORMA|01A00196 - -9630 PF.CONVERT.JOBSTREAM012 Set: 03/18/20 @ 04:30:29pm
Record Lock: PRO.FORMA|01A00523 - 24 SSS.OE.ORDER.AFTER010 Set: 03/18/20 @ 04:30:29pm
```

Should you have any questions or comments please feel free to email
support@tshinc.com
Or call us at 973-777-8050