

## Clear All Locks

<i>Speech</i>	<i>Cursor Actions</i>
Sumac locks records to ensure that only a single user can edit a record at once.	
So if Alice is editing a contact record,	Pic of Alice editing record.
and Bob tries to edit the same contact,	Pic of Bob with record on screen.
then Bob gets a message that indicates the contact is already being edited.	Bob with error message on screen.
When Alice is done editing that contact, the contact is unlocked,	Pic of Alice with record on screen.
so Bob will be able to edit it.	Bob with record on screen.
But if, while Alice was still editing the contact, her computer crashes, then the contact is still locked.	Alice with “Crashed” on screen.
No one can edit it until it is unlocked.	Bob with error message on screen.
Sumac has a command to fix this specific problem. Here is what to do.  First make sure that no one at your organizations is logged in to Sumac, or else this will not work. Once you’re sure no one else is using Sumac, log in as a Sumac Administrator.	Show slide.
Expand the Utilities menu in the Sumac console.	Show Console. Expand Utilities.
Under Sumac Administration, choose Clear All Locks	Expand Sumac Administration. Click Clear All locks.
Click Yes to confirm that you want to unlock all records.	Click Yes.
Now your colleagues can log in and continue using Sumac, and the locked records are usable again.	
<i>Check out more training videos to learn more about Sumac.</i>	