

Order Locks

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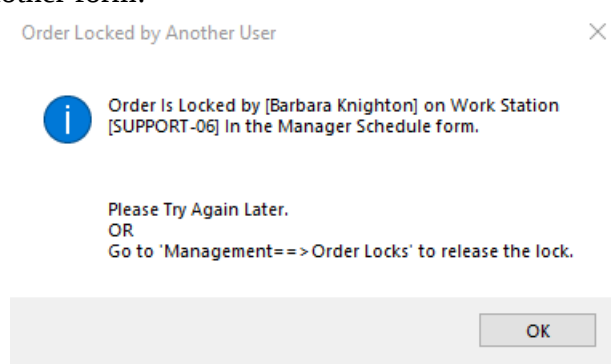
Overview

EvoData has a locking feature for case orders. If an operator accesses an order in any of the following forms, the system will “lock” the order and prevent it from being accessed by another operator either in the same form or in another form. The goal of this functionality is to prevent users from accessing a single order in multiple forms and making simultaneous changes that may corrupt the record.

Any given order in **Evolution** will now be locked by the system when accessed in any of the following forms:

- New Order
- Open/Edit
- Bypass Steps
- Manager Schedule (reschedule only and changing techs)
- Internal Remake
- Bypass/Credit
- Pre-Invoicing
- Invoicing
- Delete Invoice
- Tech Pay Adjust.

Below is the message that will appear when a user tries to access an order that is already being accessed in another form:



Manually Releasing Order Locks

1. From the **Management** menu, choose **Order Locks** to open the “Current Order Locks” form. This administrative form will allow a manual release of a lock on an order. *****This should be used only in the event an order remains locked after a system failure.***** **If this utility is used to clear locks “at will,” operators actively working with an order will be negatively affected.**
2. Select the correct Case Number.
3. Enter a reason into the system prompt.
4. Click **OK** to release the lock.

Order Locks

The screenshot shows a web application window titled "Current Order Locks". Inside, there is a table with the following data:

Case Number	Order Row	Locked By	PC Name	Form Name	Locked Since	Location Name
2017-00069	186950	administrator	SUPPORT-05	Invoicing	2/17/2017 1:52 PM	Greater Dental Lab

Overlaid on the table is a "Release Order Lock" dialog box. It contains the text "Please Enter a reason for the manual order lock release." and a text input field with the value "PC failed on network". There are "OK" and "Cancel" buttons. At the bottom of the main window, there are "Release Lock" and "Refresh Data" buttons.

- The "Release Lock" button on this form is enabled only for users associated with the Administrator security profile.
- **EvoData** creates audit records each time a lock is manually released. This data will NOT be displayed within the application. If you need access to the "release" audit records, please contact ABS Support.