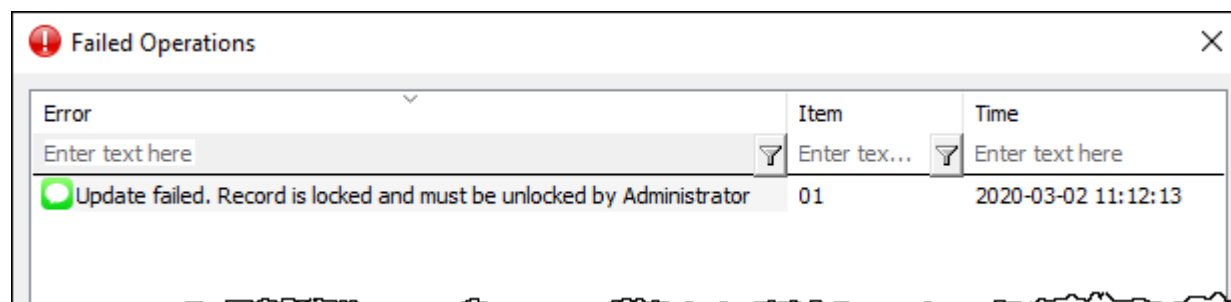


Troubleshooter

Update failed. Record is locked and must be unlocked by Administrator

The error Update failed. Record is locked and must be unlocked by Administrator is caused by trying to update or move a Volume that has an Update Lock applied to enforce the current state of the Volume remains unchanged.

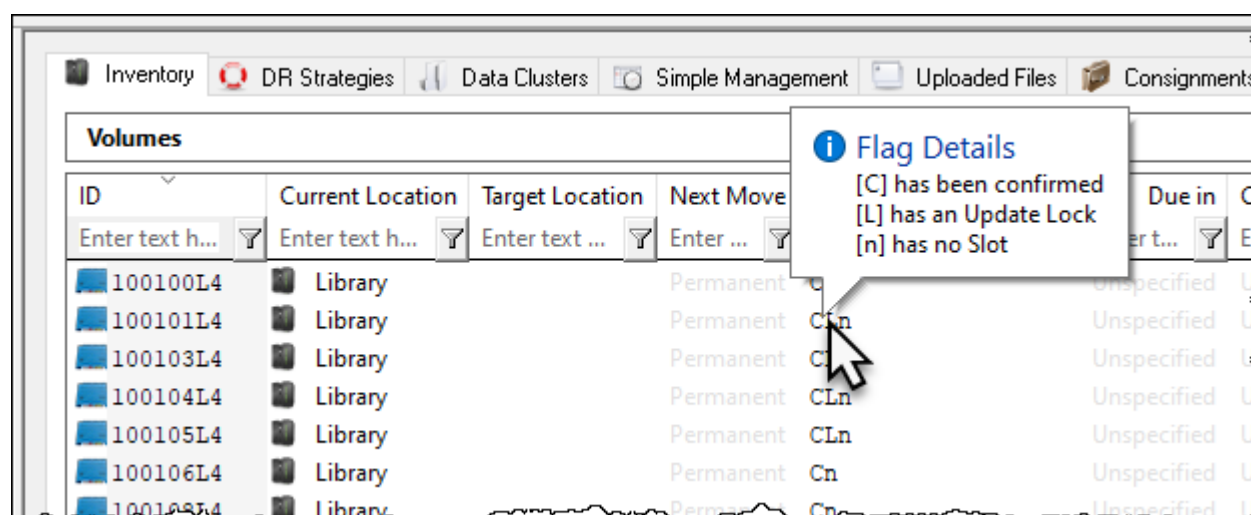


To update the Volume's status, the Update Lock must be removed by a user with tapemaster rights.

The process to remove the Update Lock depends on what level the Update Lock was applied to.

Update Lock Applied To Individual Volumes

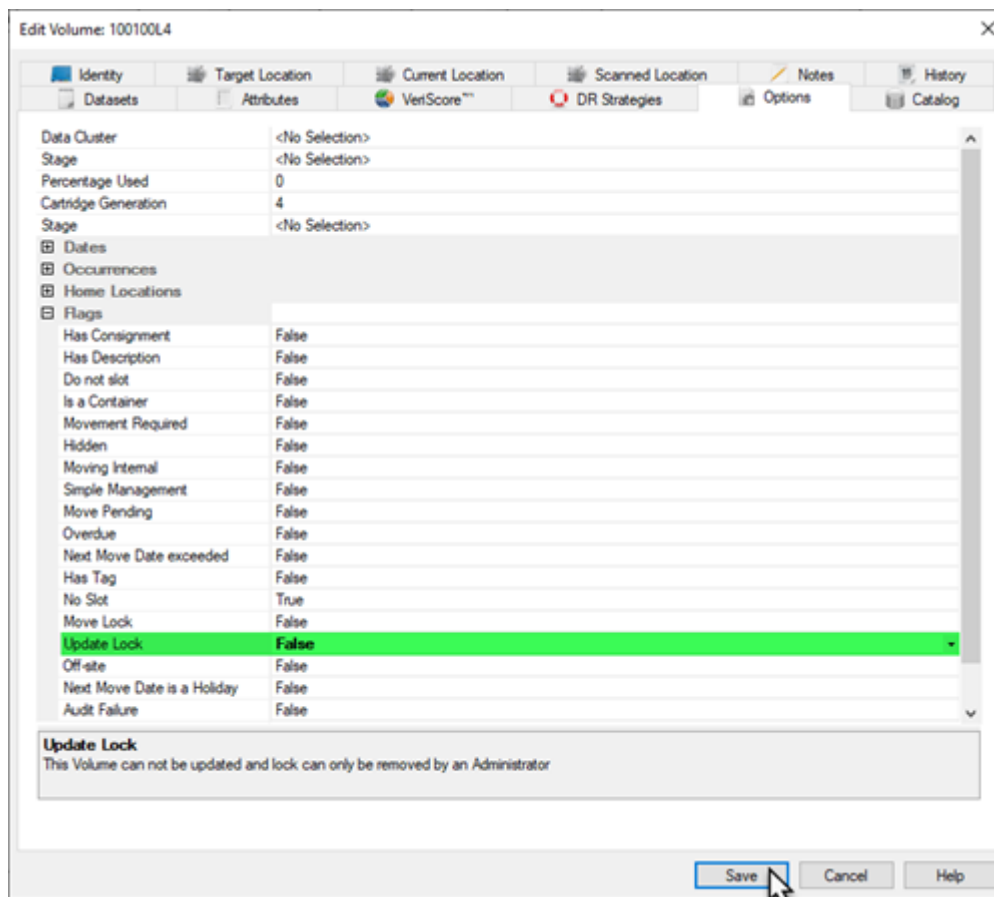
If the Update Lock was applied directly to the Volume level, an L flag will be displayed in TapeMaster in the Flags column on all locked Volumes.



Unlocking An Individual Volume

Double click, or right click and select Properties, on the required Volume to open the Volume Properties window.

Open the Options tab and expand the Flags section by clicking on the + symbol.



Edit Volume: 100100L4

Identity Target Location Current Location Scanned Location Notes History
Datasets Attributes VerScore™ DR Strategies Options Catalog

Data Cluster	<No Selection>
Stage	<No Selection>
Percentage Used	0
Cartridge Generation	4
Stage	<No Selection>
+	Dates
+	Occurrences
+	Home Locations
+	Flags
Has Consignment	False
Has Description	False
Do not slot	False
Is a Container	False
Movement Required	False
Hidden	False
Moving Internal	False
Simple Management	False
Move Pending	False
Overdue	False
Next Move Date exceeded	False
Has Tag	False
No Slot	True
Move Lock	False
Update Lock	False
Off-site	False
Next Move Date is a Holiday	False
Audit Failure	False

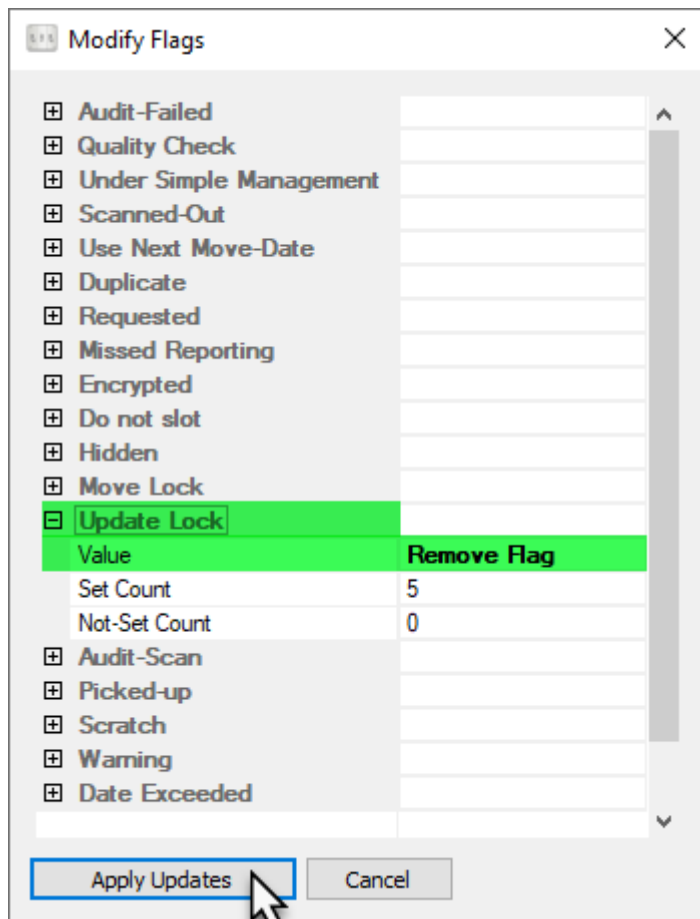
Update Lock
This Volume can not be updated and lock can only be removed by an Administrator

Save Cancel Help

Set the Update Lock to False and click Save to commit the updated information.

Unlocking Multiple Volumes

To modify [Flags](#), select the required [Volume/s](#) from Inventory list, right-click and select Special Operations → Modify → Flags to open the Modify Flags window.

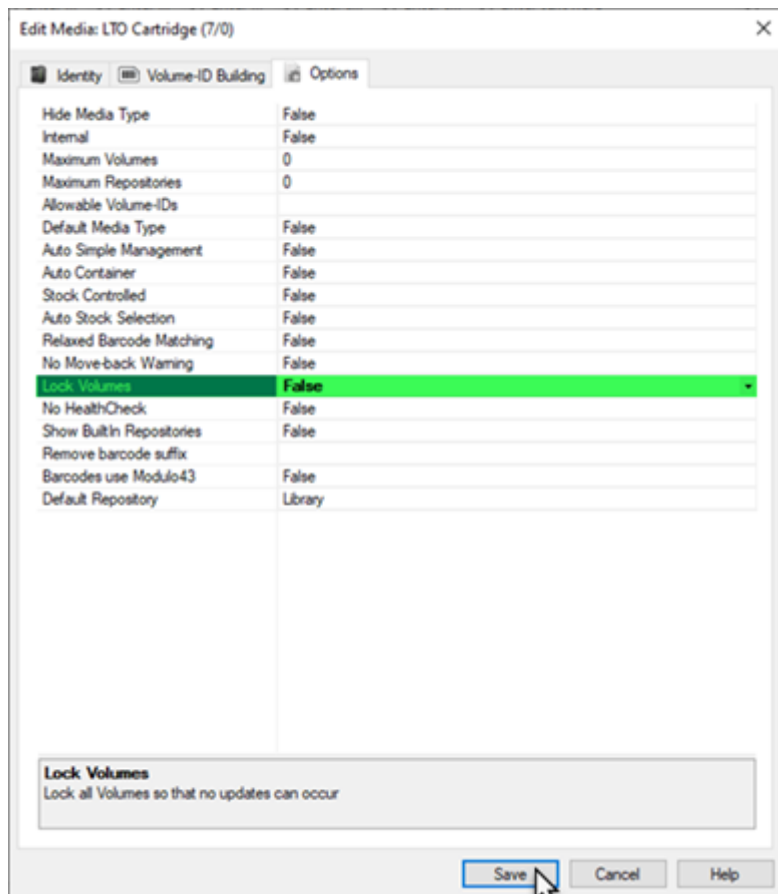


Expand the Volume Lock Flag, from the drop down list select Remove Flag and click Apply Updates to commit data and close the Modify Flags window.

Update Lock Applied at Media Level

Update Lock applied at the Media level will stop any updates to all Volumes within that Media Type. Media level Update Locks do not display a Flag within the TapeMaster Inventory window.

To remove the Update Lock from the Media Type, right click the required Media Type in the Customer Tree and select Properties.



From the Options tab, set Lock Volumes to False and click Save to update the data and remove the Volume Lock.

Update Lock Applied at Customer Level

Update Lock applied at the Customer level will stop any updates to all Volumes within all Media Types for that Customer. Customer level Update Locks do not display a Flag within the TapeMaster Inventory window.

To remove the Update Lock from the Customer, right click the required Customer from the Customer Tree and select Properties.

Edit Customer: ID(US01) (8/0)

Identity Contact Details Attributes
Media Types User Access Options LibraryHealth

Hide Customer	False
Disallow Customer Duplicates	False
Disallow Global Duplicates	False
Volume Lock	False
Hide No Children	False
Allowable Media-ID Filter	
Maximum number of Media-IDs	0
Holiday Group	
Customer Category	0
Parent Customer	<No Selection>
Account Number	0
Long Barcode Attribute	<Not Selected>

Volume Lock
Lock all Volumes within this Customer so that no updates can be performed

Save Cancel Help

From the Options tab, set Volume Locks to False and click Save to update the data and remove the Volume Lock.

From:

<https://docs.tapetrack.com/> - **TapeTrack Documentation**

Permanent link:

https://docs.tapetrack.com/troubleshooting/volume_lock

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