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.

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 Customer Level

From:
https://docs.tapetrack.com/ - **TapeTrack Documentation**

Permanent link:
https://docs.tapetrack.com/troubleshooting/volume_lock?rev=1583106592

Last update: **2025/01/21 22:07**