

Errors:

- Register in use
- Drawer locked by another process | Drawer session in use | Drawer already in use | Drawer in use.
- Maximum number of users exceeded.
- DBISAM Engine Error #####.
- Error registering resources [databasename]. DBIASM Engin Error#9729. Duplicate key found in the index.

These errors may occur if NCR Counterpoint is exited improperly, whether by power failure, ending the CounterPoint task, fatal error message or another method other than escaping the menus or by clicking the Exit button.

Use this solution to clear locks and resources from CPSQL.

1) Exit out of CSPQL on all stations.

2) On the Application Server, delete the following files from: \\[SERVER]\CPSQL.1\TopLevel and \\[SERVER]\CPSQL.1\[CompanyName]\Activity (if they exist)

- Resources.dat
- Resources.idx
- Locks.dat
- Locks.idx
- dbisam.lck * File may be hidden. Also delete this file from: .\CPSQL.1\[CompanyName]\Configutation\Dictionary

For 8.3.9 or earlier: The dbisam.lck file is in the toplevel directory, the company toplevel directory, and in the company\dictionary folder.

If using CounterPoint 8.4.6.5 or later you can switch to SQL locking to eliminate this problem.

To enable the new SQL Locking feature in NCR Counterpoint, it will be necessary to create a new file in the site server [SERVER]\CPSQL.1\TopLevel folder called ControlOptions.ini (assuming the default installation path was used).

In this file, the following information is needed.

```
[Locks & Resources]
UseDBISAMLocks=0
SQLLocksSystemResourcesAlias=CPSystem_CPSQL_1
```

Note: If using a SQL login other than SA for the company connection string an additional change will need to be made.

Once moved to SQL locks - the Counterpoint Company Database connection string user (if not using SA) will need to be granted VIEW SERVER STATE permissions. If this is not done, errors will be received performing certain functions (Viewing Resources/Locks, performing Physical Counts, etc). The error:The user does not have permission to perform this action.

To allow this ability, the following query must be run against the master SQL db:

Example:

```
GRANT VIEW SERVER STATE TO SQL_user
```

In this example, SQL_user is the user you have set up for CounterPoint to log in to the SQL Server with.

To verify you're using SQL locking. Delete the Locks & Resources files. Verify they are not re-created when CP starts.