

Inventory Items Locked for Cycle Counts

Overview

Many SBT users have experienced frustration while trying to sell or maintain an inventory item, only to have a message appear that says: "Item ____ is locked for cycle counting and is unavailable for transactions." This can be misleading.

This is not an error message. It is a normal information message that will appear if transactions are attempted between the time Cycle Count sheets are printed and the Cycle Count is entered.

The Cycle Count feature is a very powerful advantage of SBT Pro Series. It enables users to get an accurate count of a group of inventory items. To insure accuracy, no activity is allowed on these items until the count is entered into the system.

However, there are occasions when this message appears even though no one is using the cycle count feature. The items are locked for cycle counts, and since cycle count sheets were never printed, it can not be canceled through the cycle count menu option.

Causes

If a system failure (computer lockup, hardware failure, power problem, etc.) occurs while managing inventory (For example: Manage Inventory - Enter Inventory Counts), items selected in the group will be left locked. The same database field is used to lock items for cycle counts as to temporarily lock items for inventory adjustments. When this problem occurs, you get the misleading message.

Corrective Action

If you have this problem, there are 2 methods to clear these locks:

1. Get all users out of the Inventory Control module (preferably out of the whole system). Enter System manager. Choose System Recovery - Clear Flags - Clear Temporary Balances. Choose your company number and "IC" for the application. After this is finished the items will not be locked for cycle counts.

Or:

2. Choose Foxpro Access and enter the following commands EXACTLY as written:

```
USE &GF_ICILOCF           => then press Enter
REPLACE ALL CNTFLAG WITH SPACE(1)  => then press Enter
=> Press Enter again when the line is blank
```

Note: If you are actually using the cycle count feature of Inventory Control, either procedure above will also clear items locked under "Enter Cycle Counts."

Prevention

The only prevention is to insure that your computers and networks are as stable as possible.