

# PROSPECTOR™

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## PowerSource Insight Not Loading Because It Is Locked By Another User

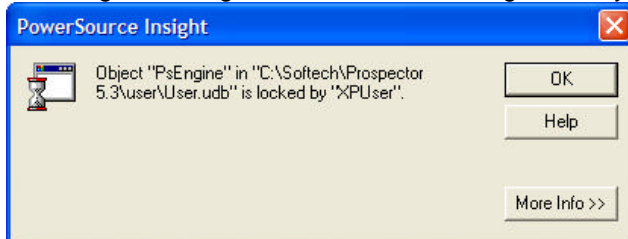
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The information in this tip applies to:

- Prospector (all versions)
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### **ISSUE**

Sometimes, it is possible for PowerSource Insight to end up in a state where it is locked out by another user. This can prevent a different user from loading Prospector Insight. You may be receiving a message similar to the following when trying to run PowerSource Insight:



### **MORE INFORMATION**

In most cases, this behavior is normal, because the purpose of the lock file is to prevent a user from accessing the database while someone else is making changes. If you receive the above message, the first thing you should do is make sure there is no other user logged in and making changes to the PowerSource database. If there is another user logged in and making changes, wait until that user is done making changes to the database and logs off the system, and then try running PowerSource Insight.

However, you may run into a situation where there are no other users logged into the system and accessing the PowerSource database, but you still can't run PowerSource Insight because you are locked out by another user. There are a few ways this scenario may occur:

1. Someone running PowerSource Insight may have killed the process through the Task Manager instead of closing the application by exiting it.
2. When updating from one version of Prospector to another, the process was interrupted and exited early by another user.

These scenarios are unlikely to occur under normal circumstances, however on a machine with multiple users using Prospector, it can be possible.

You can resolve a scenario like this by following these steps:

1. Run Windows Explorer

2. Traverse to the directory where the PowerSource databases reside. If you don't know where the database files reside, you can find out by loading up Prospector, clicking on **Tools** -> **Settings**, going to the **PowerSource** tab, and seeing where the location points to. For example:

If Prospector was installed in its default location, the **PowerSource** tab might say:

**C:\Program Files\Prospector\user\user.udb**

This means that the folder:

**C:\Program Files\Prospector\user**

contains the database files.

3. Now remove all files in this directory that end with a **.x** extension. Note that you will need to configure Windows Explorer to be able to view hidden files and folders in order to be able to see the files that end in a **.x** extension. Look at the following diagram for an example:

