



Premier Single User Locking

Support Notes

This support notes are suitable for:

- MYOB Premier
- MYOB Premier Plus

Introduction

MYOB Premier or Premier Plus are peer-to-peer network applications that permit more than one user to access the data file at the same time. In certain administrative areas this is not the case, and you will receive the following message:

"In order to do this you must be the only person using this data file. (x) other people currently have this file open. Please try again later, when no one else is using the file."

The following file maintenance and administration commands and windows are available for use in single-user mode or when only one person is using the data file. This means that if someone is currently accessing the company file (not necessarily in the screens referred to below), you will not be able to perform certain functions.

This support note lists what these functions are.

What functions within Premier or Premier Plus only allow one user to be logged in?

The following file maintenance and administration commands and windows are available for use in single-user mode or when only one person is using the data file. This means that if someone is currently in the data file (not necessarily in the screens referred to below), you will not be able to perform these functions:

- Creating or Editing Payroll Categories (only for Premier Plus) - When in the Payroll Categories screen, you can not click on the arrow pointing to the Wages, Expense or Entitlements categories if someone else is already using Premier. You may only view or create a new category while you are the only person in the data file.
- Viewing or Editing Employee's Payroll information (only for Premier Plus) : When in the Payroll Categories screen, you can not click on the arrow pointing to the Wages, Expense or Entitlements categories if someone else is already using Premier. You may only view or create a new category while you are the only person in the data file.

NOTE: You can still enter Paycheques even if there is someone else using Premier. You just can not change the payroll set up for the employees or the categories.

The following administrative and file maintenance commands are available only in single user mode or when one person is using the data file:

- Report batches: Creating, Editing or Deleting.
- Passwords: Setting up, Changing or removing passwords.
- Starting a new year: Fiscal or Payroll.
- Loading Payroll Tax Tables. (only for Premier Plus)
- Purging: All types.
- Optimising and verifying the data file.
- Importing and Exporting.
- Backing up the data file.

What if someone else has the Premier or Premier Plus data file open in Single User mode?

If someone has entered Premier in single user mode, or is in one of the screens referred to above, a new user who tries to enter the data file will receive the following message:

"This file is already in use. Use a new filename or close the file in use by another program."

To resolve this, the user in MYOB would either need to exit Premier and restart in Multi-User mode if they were using MYOB in Single User mode, or they would need to close out of the window they are in if they are in a Single-User command listed above.

There may be instances when you are the only person in the data file, but you still receive the above message. To resolve this, after shutting down Premier on all computers, using Windows Explorer, go to the folder where the data file is stored and delete any **lock.flk** files that are in the folder(they will be numbered as lock0001 or lock0002 etc.) Restart Premier and see if this has resolved the problem.

For more information about lock files, please refer to support note [Lock Files..](#)

To see who currently has the data file open, use the **Active Workstations** command found in the File menu in Premier.