

REMOVING DISCONNECTED LOGINS

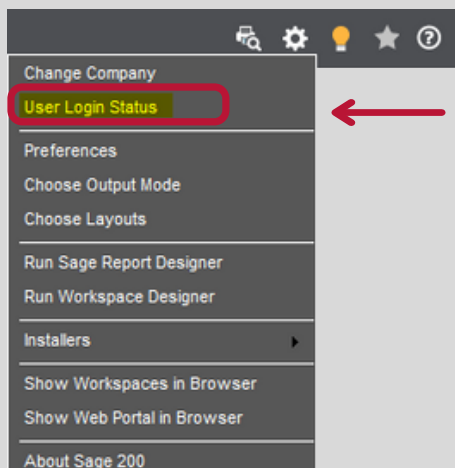
What are Disconnected Logins?

When a user is working in Sage 200 and something unexpected happens, Sage 200 will create a 'Disconnected Login' which locks the record you are using.

How do you remove Disconnected Logins?

Follow the steps below to remove Disconnected Logins.

1

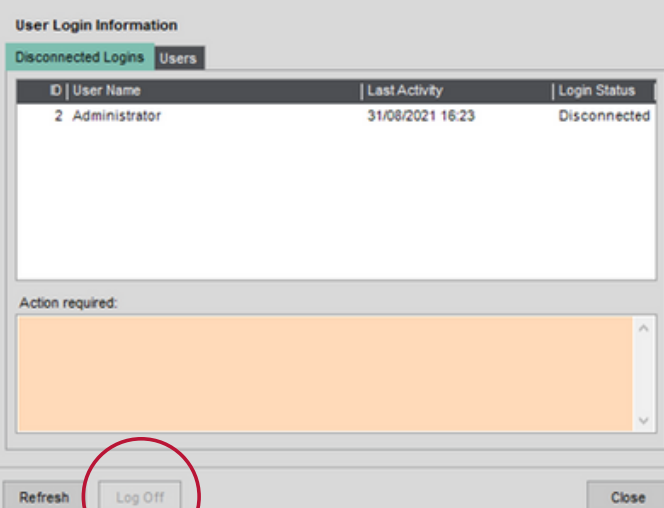


Click the cog icon in the top right corner of the Sage 200 Main Menu.

This opens a new dialog box.

Select "User Login Status".

2



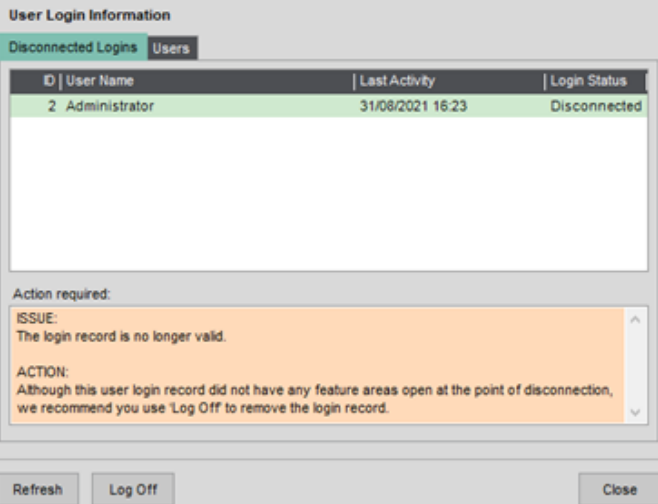
The dialog box will show you all the current Disconnected Logins in Sage 200.

You will notice that the "Log Off" button at the bottom of the dialog box is grey and not available.

N.B.

The "Log Off" button does not log you out of Sage 200, it simply removes the Disconnected Login and releases any locked form(s).

3



User Login Information

Disconnected Logins Users

ID	User Name	Last Activity	Login Status
2	Administrator	31/08/2021 16:23	Disconnected

Action required:

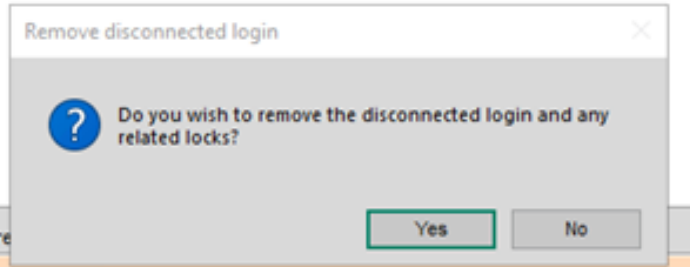
ISSUE:
The login record is no longer valid.

ACTION:
Although this user login record did not have any feature areas open at the point of disconnection, we recommend you use 'Log Off' to remove the login record.

Refresh Log Off Close

Select lines of Disconnected Logins or use your keyboard Ctrl button to highlight all.

4



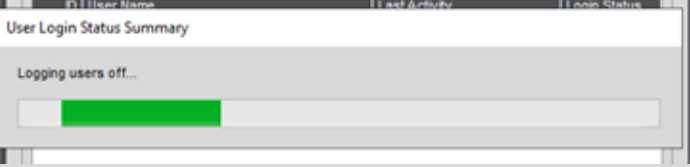
Remove disconnected login

Do you wish to remove the disconnected login and any related locks?

Yes No

Confirm that you wish to remove the Disconnected Logins.

5

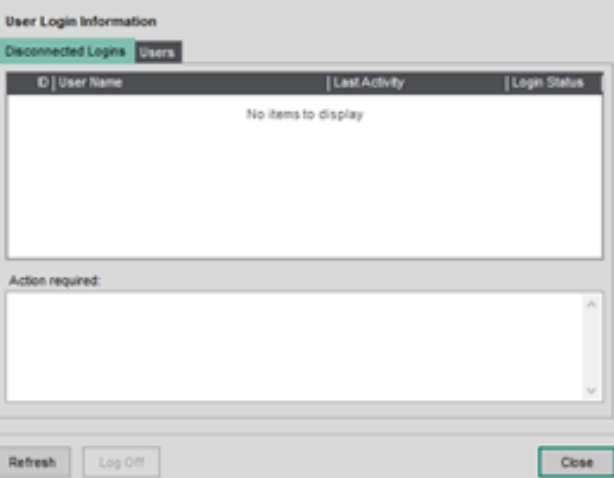


User Login Status Summary

Logging users off...

You may see a progress status bar if removing several Disconnected Logins.

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User Login Information

Disconnected Logins Users

ID	User Name	Last Activity	Login Status
No items to display			

Action required:

Refresh Log Off Close

This view shows the status of the Disconnected Logins when complete.

Now that the Disconnected Logins have been removed you can resume working normally.

If you need an assistance please call Paradise on 01604 655900.

END