

Update Issue - Update unable to complete, there are active users in ASIDTA

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Issue: During the update process (normally Phase1) you get a message saying "Update unable to complete, there are active users in ASIDTA"

Notes: You will get this message when not all users have properly logged out of the ProfitMaker software. This includes the machine that the operator is sitting at to run the update. It may also happen when they have multiple data directories and did not verify that all users have been logged out of all data directories.

Resolution: Go to a machine that the update was not being run on (if multi user), and verify all directories that there are no active users in the ProfitMaker software. If active users are found, have the machine that shows the active user log out of the ProfitMaker software properly.