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## Update Issue - Update unable to complete, there are files in use

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## Update Issue - Update unable to complete, there are files in use

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

**Notes:** You will get this message when there is an active process and/or program accessing the ProfitMaker data. These active programs and/or processes may include (but not limited to): eCommerce, R&R Report Writer, users in the ProfitMaker software that do not show in the Active Users because someone went through the "Log Out All Users" or shipping machines that may have access with manifest interface.

**Resolution:** Verify that ALL machines have disconnected from the ProfitMaker data. This may include

· Physically verifying that all ProfitMaker users DO NOT have ProfitMaker open (even the log in).

· Shut down all shipping machines (FedEx, UPS)

· Have the customer stop all web sites that access the ProfitMaker software

· Restart the DATA server to clear any file locks that the server may have on the ProfitMaker files