

## SuperPay – File is locked by another user

Users of the **SuperPay** payroll software (UK only) will occasionally run into the error “**File YY is in use or locked by user XXXXX**” and yet there are no other users on the network using the software at the same time. User **XXXXX** is in fact the last person who used the software and somehow the software thinks that that user is still using the file.

To correct the problem, do the following :

- Press **Alt+U** (hold the “Alt” key down, and then press “U”).
- Release both keys.
- Press **Ctrl+Enter** (hold the “Ctrl” key down, and then press “Enter”).
- Problem solved.** You can now use SuperPay as normal.

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