

## I/O Error (General)

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**AMANO.**

### Introduction

Some I/O errors are caused by the server not unlocking files. When someone opens an area in Trutime the client pc request exclusive access to certain tables. It creates a file of the same name with the extension LCK.

Example: f\_dpunch.lck

Once that user disconnects the server is supposed to delete that file. If it does not you can get an I/O Error.

Go into Task Manager and find ntvdn.exe and end the process as well as W32mkde.exe on any workstations running Trutime.

Then through a command prompt go to the directory of Trutime and perform a delete command.

Example:

```
z:apps runtime >del *.lck
```

This should remove all lock files.

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## Conclusion

Thank you for your time, and have a great day. As always, feel free to submit ideas on topics you want addressed in the Amano Knowledge Base using the comments feature.

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### **Customer Support Information**

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