I’m getting an error message stating “document failed to lock” or When trying to delete a document I’m getting the following message - Error deleting document with Doc ID =

If you occasionally receive a message stating “Unable to lock the document....” or “The document index cannot be modified because it is currently locked by another users” while attempting to add pages, modify an index or delete an existing document then this may be of help.

When you index or modify a document in BDM the system locks the document so other users cannot make changes while you are working on the document. If you close down the BDM window by clicking on the red X this leaves the document locked until BDM periodically clears out in-active sessions. There are two options to help this situation. First, navigate away from the BDM screen by clicking on the Application List icon. This unlocks the document and you can now close the Window. Another option is to use the logout option by clicking on the logout icon. When you get to the login screen, the window can be closed.