

## Steps for removing Lock files from Cyrious

**\*\* Ensure you have a recent verified backup before proceeding with any steps below. If you would like to have a Cyrious technician perform these steps for you, you may contact them by calling 888.552.9823. Note: A valid technical support contract is required for assistance.**

1. Ensure everyone has Cyrious shut down.
2. Shut down the SSLIP on the server (you may have to use Task Manager - Ctrl - Alt - Delete; Select the Processes tab; find the SSLIP.exe and highlight; then click "End Process"; Click "Ok").
3. Right click on the Cyrious icon.
4. Select Properties.
5. Click "Find Target" or "Target" button.
6. Set View to "Details".
7. Look for 3 ".ldb" files (they should be SMSStoreData.ldb, SMSSystemData.ldb, and SMSSystemConfig.ldb).
8. Delete these 3 files (ensure **not** to delete the ".mdb" files). If you do not see these files, skip this step and proceed on.
9. Double click on the "Data" folder.
10. Set View to "Details" by clicking View > Details on the top menu bar.
11. Sort by Column "Type".
12. Scroll down and look for 2 ".lck" files (if there, they are PARADOX.LCK, and PDOXUSRS.LCK).
13. Delete these 2 files.
14. Below the "View" there should be a "folder with a green arrow pointing up" button..
15. Click that button twice.
16. Double click on the SSLIP folder.
17. Look for 2 ".ldb" files (they should be SSLIPSystemData.ldb, and SSLIP.ldb).
18. Delete these 2 files (ensure **not** to delete the ".mdb" files).
19. Double click the SSLIP.exe.
20. Shut down the folder.
21. Open Cyrious.