

Message That User Is Logged In but They Are Not

Last Modified on 12/20/2022 10:33 am CST

Q. Why do I get message that user is logged into Agvance when they are not?

A. This can happen in both Wide Area Network and Local Area Network environments.

This may happen if the user did not exit Agvance properly, i.e. workstation locked up or was shut down while Agvance was still open. In a WAN environment, it can be caused if the user did not log off the Terminal or Citrix server properly.

To resolve this issue try the following:

1. If the message specifies a user and machine, sit at the referenced machine and log into Agvance as the referenced user and log back out.
2. If WAN, go to the server and end that user's processes and session.
3. Have all other users exit Agvance and restart the server machine.
4. Log into Agvance as another user and use the Log Off Users utility at *Hub / Utilities / Admin Utilities / Hub / Log Off Users* to log this user off.

Note: Using this utility only sets the user's flag in the database as 'logged off.' If the user was actually still logged into Agvance, they should log off and log back in before continuing to enter transactions.