Logging Off Agvance Users
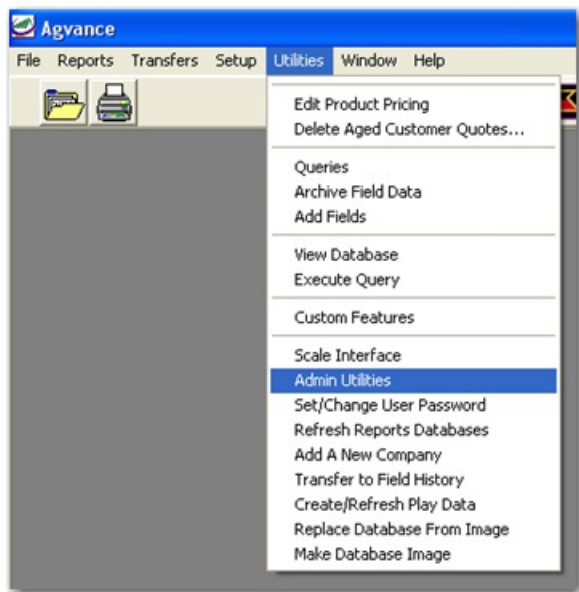
Q. When a user is attempting to end a fiscal month, the process will be stopped if any other users are logged on. Occasionally, users may not be in the Agvance program, but may still be logged on. This can happen when a user leaves Agvance unexpectedly by either an error message that terminates Agvance or by the user turning off the computer without first closing Agvance.
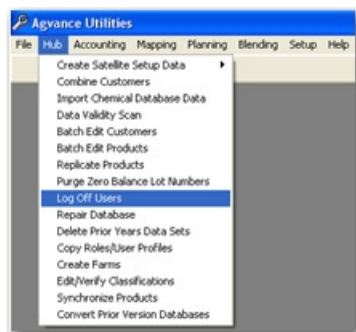
A. SSI has developed a utility that quickly and easily solves this problem. This utility should only be used when you are sure the users are not actually logged into Agvance.

To resolve the issue, please follow the steps below:

Go to *Agvance Hub / Utilities / Admin Utilities*.

From the Agvance Utilities main menu click *Hub / Log Off Users.*

Click on the **Tag All** button and then click **OK** to log off all users.

Log Off Users

Warning! This utility will not close Agvance on any user's computer. It only sets the user's flag in the database as 'logged off' - a tool to use when the user exits Agvance unexpectedly.

Running this utility will allow you to End the Month. However, if a user is truly logged into Agvance and continues to process transactions, the G/L posting created by that user will occur in the fiscal month that was current at the time they last logged into Agvance. All users should log out of Agvance and log back in after completion of the end of month process to register the correct fiscal month.

	ID	Name	Logon Date	Logon Time	Cpu Name	Log Off
1	1RE	Robert Ellis	02/11/2009	01/01/1900 9:26:59	SU_HEATHERR	☐

Tag All Un Tag All   OK   Cancel