



**Unable to Modify
Existing Files**



Unable to Modify Existing Files

When You Are Unable to modify existing files on PointCentral:

Symptom:

Existing Point files will not save any changes. You are able to create new files but you are not able to save any changes on an existing files.

Resolution: PointCentral Reservation

Every time a user opens a file, it will appear in the Active Reservations list. When the user closes the file, the reservation in PointCentral is released. A user may experience an issue where they have closed the file but when they re-open it, it opens in read-only mode.

1. Log into your PointCentral Administration site.
2. From the left Navigation Menu, go to **Reservation**.
3. From the Reservations screen, look for **Active Reservations** and delete the locked file reservation.

NOTE: *Be careful when deleting a reservation because if you delete the file reservation to a file that a user is currently in, their changes will not save. If you do not see the read-only file in the reservations list then this is not the cause for the file not saving.*



To reference the
Calyx Knowledge Base
for this topic,
use the link below.

**Unable to Modify
Existing Files...**

Helpful Links



Below are some helpful links to help you find your way around focusIT and Calyx.

Support Request Form

<http://www.focusitinc.com/submit-a-case>

or call us at (480) 346-1299 option 1 or email us at support@focusitinc.com

Other Helpful Links

- focusIT Support - <http://www.focusitinc.com/support>
- focusIT Contact Page - <http://www.focusitinc.com/ContactUs>
- focusIT Solutions Page - <http://www.focusitinc.com/solutions.html>
- focusIT Self Help Page - <http://www.focusitinc.com/selfhelp>
- Calyx Support - <http://www.calyxsupport.com/contact>
- Calyx Training - <http://www.calyxsoftware.com/support/training.asp> or <http://www.calyxsupport.com/Training>
- MyCalyx Webinar - <http://www.calyxsoftware.com/downloads/mycalyxunveiled.wmv> or <http://www.calyxsupport.com/MyCalyx>
- Calyx Knowledge Base - <http://kb.calyxsupport.com/kb>
- Calyx Message Board - <http://messageboard.calyxsupport.com>
- Calyx User Guide/ Download Page - <http://www.calyxsupport.com/downloads/index.htm>

*System questions or issues, please email : support@focusitinc.com
or call 480-346-1299 Option 1 (Hours of Operation are 7 days a week from 5:00 AM to 10:00 PM PST)*

