Why can’t I print claims or raise a purchase order?

Scenario –

- You are trying to access the Print Claims menu item, or the screen to raise a Purchase Order and you see the following down the bottom right of the screen:

  ‘Locked: CNTL Key: 831 SU00’

Reason –

- Probably due to a user receiving a FATAL ERROR and not closing their session.

Fix –

- Email the Senior Applications Administrators in the Systems Accounting Team of MSC and advise them that you are receiving this error (refer them to this FAQ for their reference).

Notes –

This screen shows one of the menus where the problem occurs.