

Troubleshooting: File is Being Used by Another Process

Enterprise Content Operations

Exported on 11/17/2022

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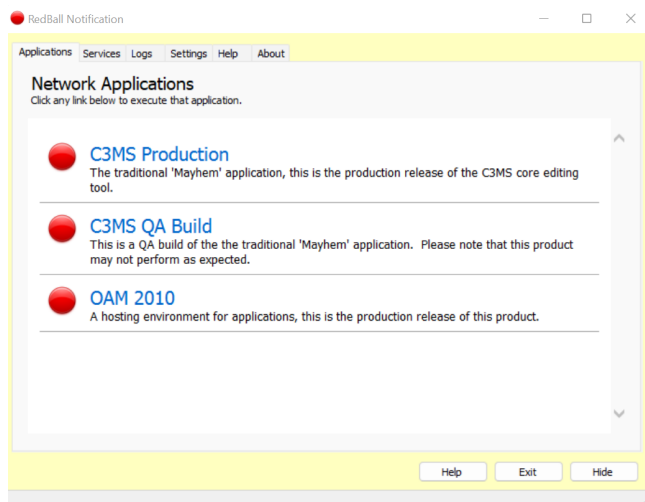
Purpose: You will occasionally encounter a "file is being used by another process" issue in DataGen. This is usually caused by a file lock, which this document will show you how to fix.

You Will Need:

- Red Ball
- Access to \\ALAWPOKCDAT200

Process Steps:

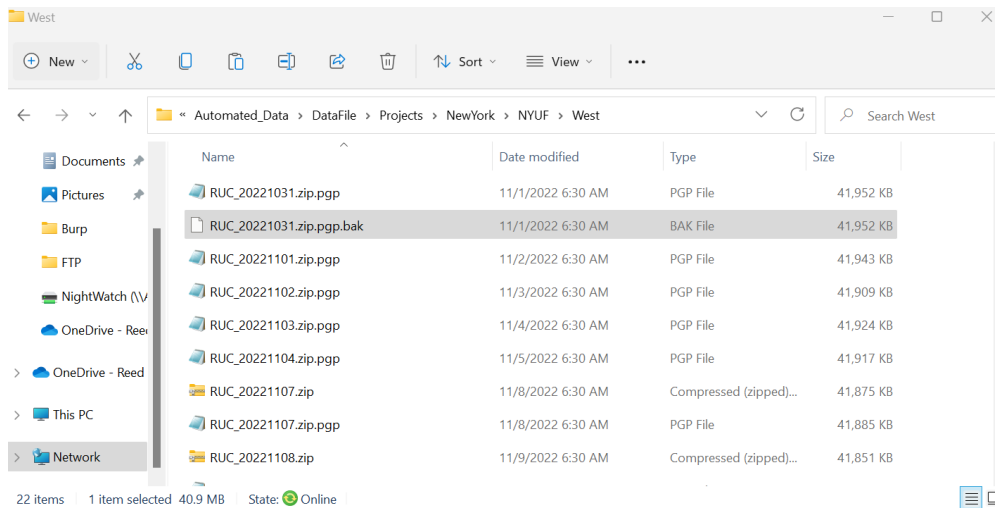
1. Navigate to Red Ball > OAM > DataGen Core



Find the job which is experiencing the "file is being used by another process" error. Do not restart the job until the step below has been completed.

- 2.

Find the file associated with the job, then change the file's extension. For example, rename the below file to RUC_20221031.zip.pgp.bak



3. Retry the job. If the job is successful, reply to the error email in Microsoft Outlook. If the job fails again, report your findings to Scott.Morris@lexisnexisrisk.com¹ or Lee.Mason@lexisnexisrisk.com².
- 4.

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