ERROR: Unable to create lock file

Error Description:

User reports the following Q Local messages: "Unable to create lock file.", "Unable to access QLocal2.dump...", or "Unable to backup the Q Local System...".

Resolution:

Windows Vista and Windows 7 use something called a "junction" to direct programs to folders that existed in XP but that no longer exist in Vista or Windows 7. If when you click on "Access Log Files" the data location is displayed, but when you click on "Go There" you are navigated to the "My Documents" folder instead of the displayed location this verifies that the junction is the issue. Use the following steps to repair the issue:

1. Open a Command Prompt window. If User Access Control is on you will need to right click it and choose "Run as Administrator" for the following commands to work. cmd.exe can be located in either C:\Windows\System32 or C:\Windows\SysWOW64.

2. In Command Prompt type:

cd \

cd ProgramData

dir /a

Look for the following:

02/22/2011 02:22 PM <JUNCTION> Application Data [X:\ProgramData]

"X:" can be any drive letter other than the correct one, which should be C:.

3. If it is something other than C: we can switch it be C:. In Command Prompt type the following:

rmdir "Application Data"

mklink /j "Application Data" C:\ProgramData

This will delete the existing junction and then create it pointing to the correct area on the computer.

4. To test the fix, go to "Access Log Files" and click the "Go There" button. Be sure you are in the Q Local System 2 folder instead of "My Documents". If this works then open up Q Local and have them try whatever action previously gave them the error message.

Article ID: 4474
Last updated: 27 Jun, 2013
Software Support -> — Q — -> Q Local -> Backups -> ERROR: Unable to create lock file
https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=4474