

▶ Removing Disconnected Logins

Sage 200 Help Sheet



1. Removing Disconnected Logons

On occasion, users may experience errors which may crash them out of the Sage 200 program. If the user is in the process of entering data (e.g. new sales order etc.) this will save their information as a “Disconnected Login”. The system treats a disconnected login like a user that is still logged into the system, although it won’t prevent the user from logging back into the system under a new session.

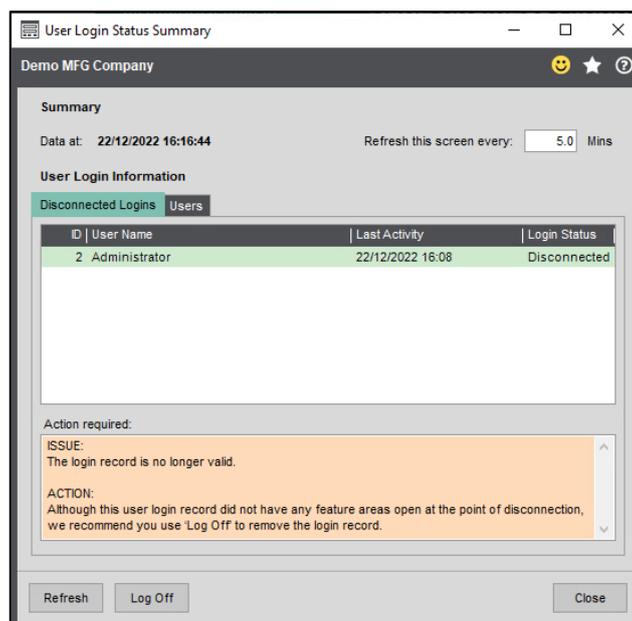
If the user is in the process of entering a sales order, then this will lock the order, any allocations that are associated with it and will treat it like a “Live” order. If a crash happens on a new order, you may see this order in reports and the order will begin ‘##’. The changes that were being made can’t be saved and will need to be re-entered after the session is disconnected.

By highlighting the user within the “Disconnected Logins” screen, then using the “Log Off” button, this will remove this user’s session, and will close “Open Windows” they had. Locked allocations and “##” orders etc. will be released.

Disconnected logins can also prevent users from going into Settings, Running Month End, and Balance Ledgers etc. Therefore, it’s good practice to clear these down on a regular basis.

N.B. The User Login Status feature must be enabled on your role. Otherwise, the option will not appear on your menu. Please see your Sage 200 System Administrator about having the feature enabled.

To log off a Disconnected Login, go to **Accounting System manager > System Utilities > User login status**.



From the “Disconnected Logins” tab, highlight one or more users (you log off more than one disconnected login at a time) and click on Log Off.

Click on “Yes” to confirm the removal of the disconnected login and any related locks and complete the process.

