

HOW TO: UNLOCK OBJECTS

FUNCTIONALITY

GN4 allows users to unlock objects – these being articles, layers, pages and editions. This is, however, only permissible under certain circumstances, and neither will all users will have the ability to unlock these elements.

WHO?

Unlocking articles is the preserve of chief subs, production editors and system administrators.

WHEN?

There are only three circumstances under which an over-ride unlock procedure is acceptable.

- i) When an object has not been checked in and a staffer is no longer able to access that object to save it and close it. Examples of this include off-site staff affected by power failures or network outages.
- ii) When a user has experienced a software issue (Windows or GN4) and has exited GN4 in an unplanned fashion and cannot recover objects.
- iii) When a user has finished their shift and has left without checking in any objects required for production on that day.

WHY?

The risks of unlocking objects:

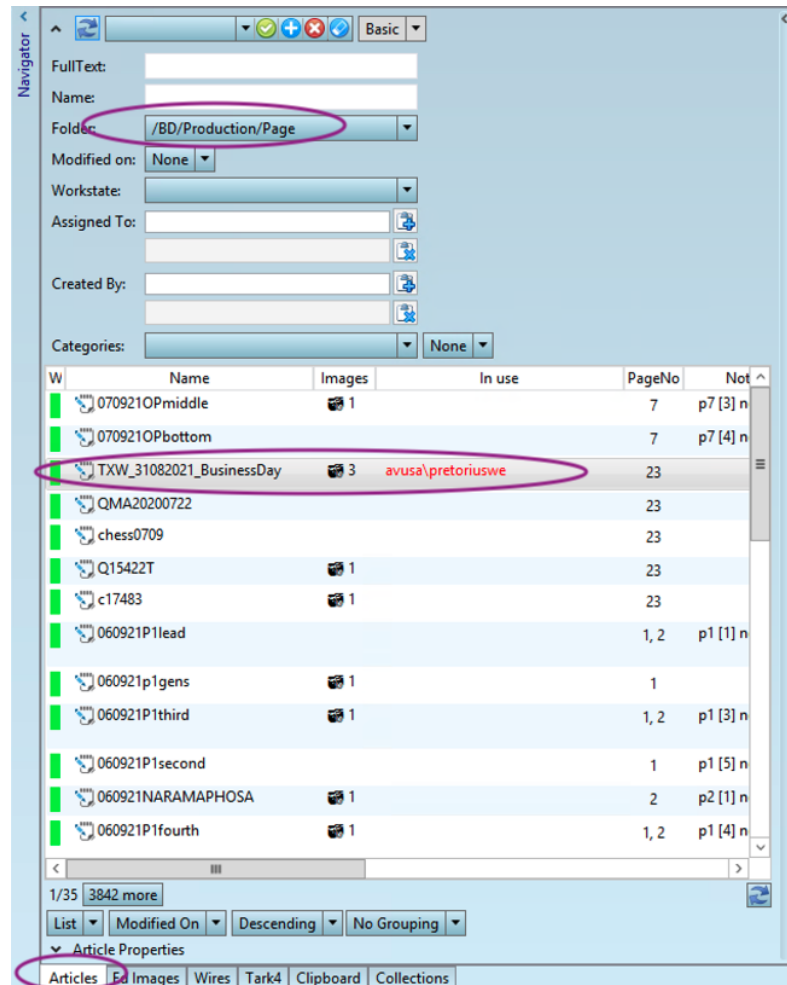
- i) Objects will be unlocked in their current saved states. So, if you unlock an article, and that article has not been saved by the person you are “booting off the article”, all their changes made by this person will be lost
- ii) If someone is still actively logged onto GN4, and you unlock the object they are working on and make changes to it, one of you is going to lose your changes depending on how the database lock crumbles
- iii) When dealing with pages, you need to exercise even more caution. These objects are composed of multiple elements (such as layers and masters). You will only be able to unlock at your level – so if you work for editorial you MAY NOT unlock advertising layers. Similarly, if you work for advertising you MAY NOT unlock advertising layers.
- iv) When unlocking articles (editorial only) you need to be aware that an article exists at multiple levels and that you need to be sure you are unlocking the appropriate element.
 - a. Article geometry → what an article looks like on page
 - b. Article elements → head, body, pull quote, caption etc
 - c. Text elements → the physical text housed in the above elements
- v) You can undo hours of work at the click of a button. Always try to recover an article through the logon which is problematic rather than unlocking. **UNLOCKING ANY OBJECT IS THE ABSOLUTE LAST RESORT.**

HOW: RECOVERY OPTIONS

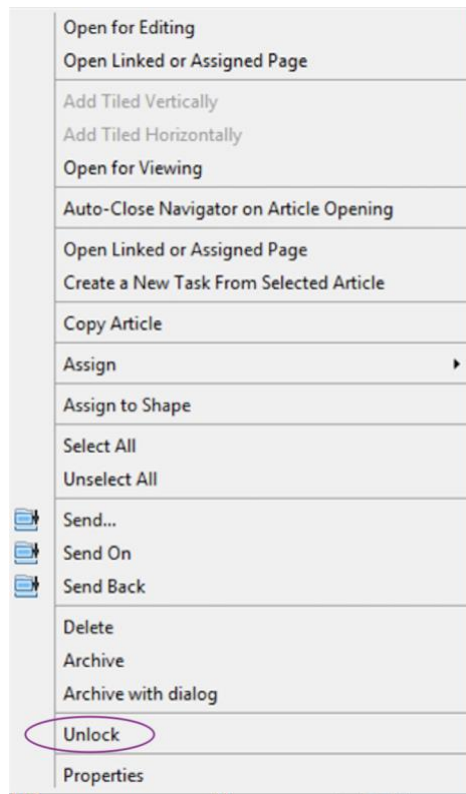
ARTICLES

Articles can be recovered in either Fred or Ted. You can accomplish this by using the Article tab item. Note recovering an article in this way should be **the VERY LAST resort**.

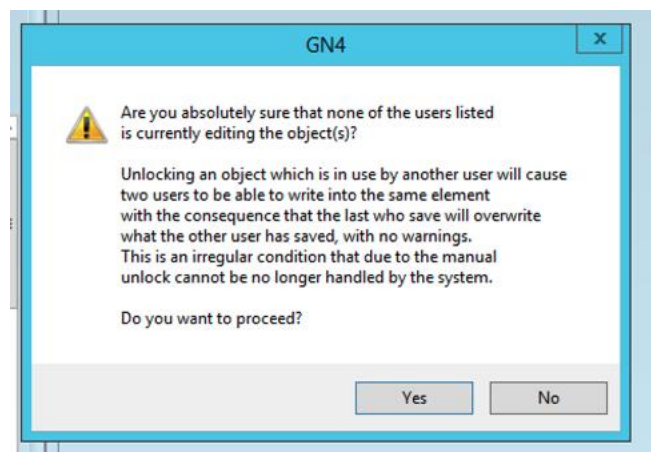
1. Navigate to the folder in which the article you wish to unlock is to be found. In the example, I have selected the two-speed puzzle in the folder BD>>Production>>Page, as shown below. The article is in use by Wendy.



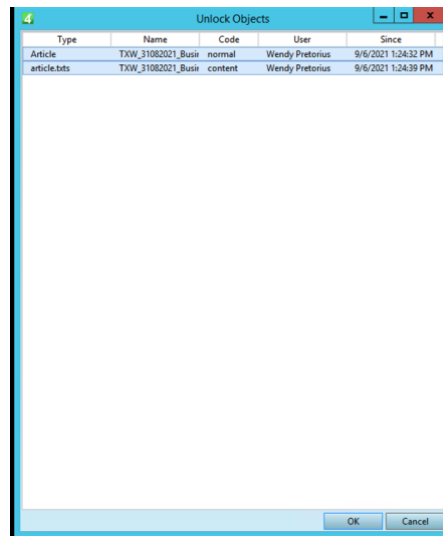
2. Select the article by left-clicking on it once.
3. Right-click the article to pull up a context menu. Left click on the "Unlock" entry second from the bottom of the menu.



4. Given that this is generally NOT a recommended way of gaining access to an article, GN will warn of the dangers of doing this. Please **make quite sure that this is your ONLY option** – if you can get the other user to save and close the article, this is preferable. If you are sure you have no other option then proceed and click “Yes”.



5. GN will then display a list of elements that the user has in use. Select those that you wish to unlock.



- Click "OK" to unlock these elements.

Categories:

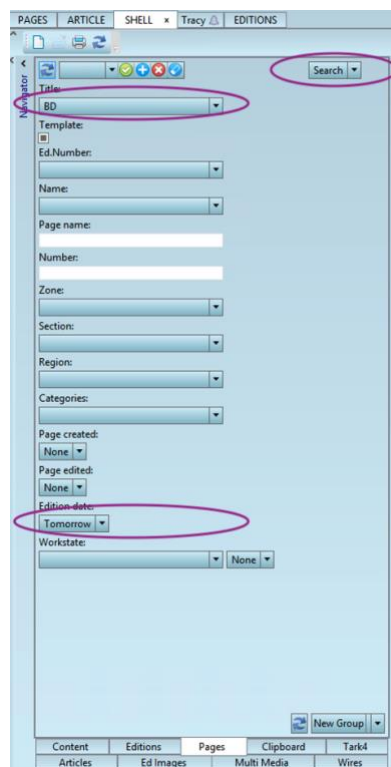
W	Name	Images	In use	PageNo	Not ^
	070921OPmiddle	1		7	p7 [3] n
	070921OPbottom			7	p7 [4] n
	TXW_31082021_BusinessDay	3		23	
	QMA20200722			23	
	chess0709			23	
	Q15422T	1		23	
	c17483	1		23	

PAGES

As with articles, unlocking pages should be **the VERY LAST resort**. Any other means is preferable when recovering a page.

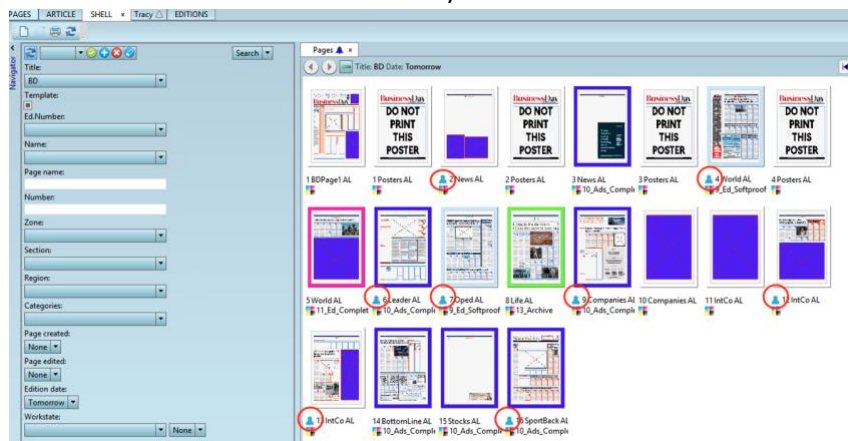
SETTING UP TRACKING

The most straightforward way to unlock a page is to do it from a tracking window. To set up tracking, open the Shell main tab. Then select the “pages” tab item. Configure the page to “Search” (NOT Autopag), set the publication date to the correct date (usually tomorrow, unless you are working on a weekly product) and choose the correct title. The screen shot below shows a search window configured for “tomorrow’s” Business Day.

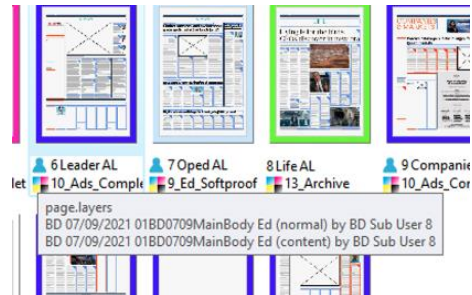


Click the refresh icon at the bottom of the screen.

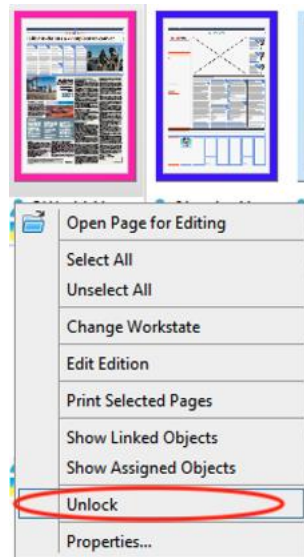
1. Every page in the edition that I in user is identified by “head & shoulders” icon.



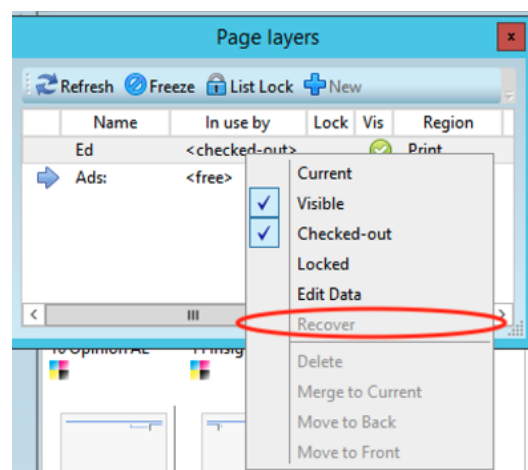
2. Hovering over this icon will show you which user has the page in use.



3. If there is **NO OTHER OPTION** right-click this icon and select the “Unlock” option

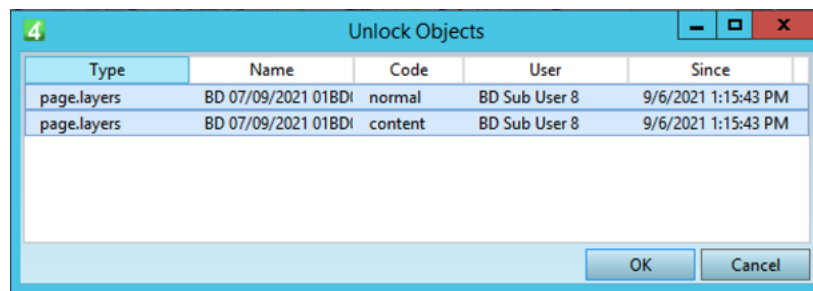


7. Given that this is generally NOT a recommended way of gaining access to a page, GN will warn of the dangers of doing this. Please **make quite sure that this is your ONLY option** – if you can get the other user to save and close the page, this is preferable. If the other user can recover the page from the layers palette, this is preferable



8. If you are sure you have no other option then proceed and click “Yes”.

9. GN will then show you a list of the page elements that the user has in use. Select all of them and hit OK.



LAST WORD

We cannot emphasize enough that forcibly unlocking either articles or pages should really be only a very last resort. If the user you are unlocking the elements from is in fact logged on and working on those elements, one of you is going to lose your work – generally the person who hits “Save” last will see their changes reflected. The other will need to redo their work. Obviously, this carries with it the potential for enormous time wastage.

Also, note that not all staff have the ability to unlock objects. Generally, this is best left to system admins, production editors and chief subs.