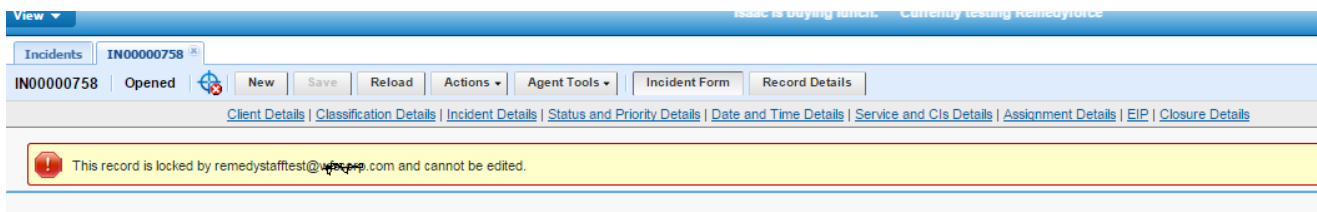


Record locking is misleading the users. Even if user exit the record,still shows it is locked -using automatic option.

With Spring 15 record locking is an option. The record are locked for defined time even if the user is done with Editing and closes the record . Staff cannot update the issue even if the assignment was changed and no way of unlocking it.



Ref

[Locking records - BMC Remedyforce 20.15.02 - BMC Documentation](#)

[Prevent record edit if already opened by another user](#)

Submitted for customer