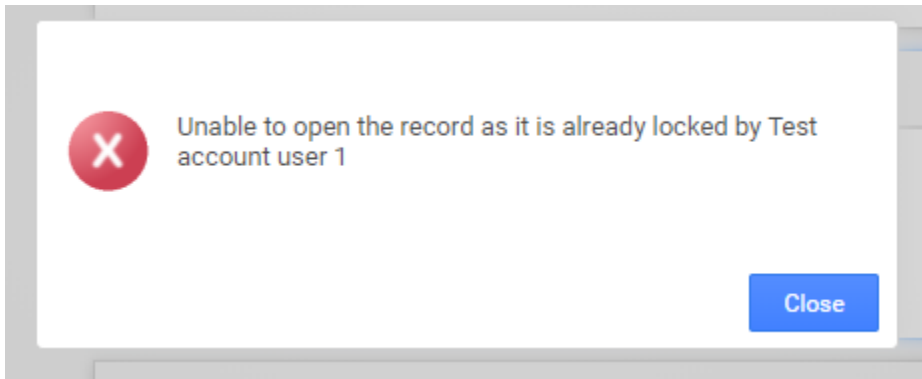


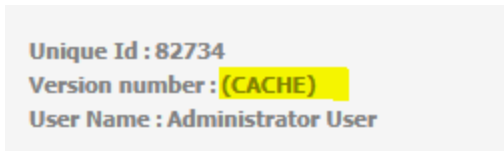
# Unable to open as it is already locked by...

You try to edit an experiment and you get this error message:



That's mean that a user (can be yourself or another user) edited the experiment but did not saved at least as **Draft** or as **New Version**.

In this case, the user who edited the experiment will see that the experiment is in *(CACHE)* mode:



Some modifications has been performed on the experiment since the last save action (=> sent to the server) and are still locally stored only on the device.

## Solutions:

- Ask to the user to save the Experiment: "**Save As Draft**" or "**Save As New Version**"
- Ask a Key-User to **unlock the experiment** by following [this procedure](#).
- Create a [Service One ticket](#).

**Warning: in this case, some modifications done by the user and locally stored on his device can be lost.**