



3050 “Could Not Lock File” Error, Error (02147217865), and 3045 “Could Not Use” Error

Recently, Microsoft released security updates for Windows which has caused the above issues for platforms (such as Smart Service) which rely on Microsoft Access. The issue has been reported to Microsoft by us and other entities with platforms utilizing Microsoft Access. You can review the current information and status of this issue [at this site](#).

The Microsoft Windows security updates creating the issue are currently:

- KB5002104 for Office 2013
- KB5002124 for Office 2013
- KB5002099 for Office 2016
- KB5002115 for Office 2016

The first of these updates was released mid-December and has been an ongoing issue with the most recent two batches of updates. While Microsoft is aware of the issue and working to resolve it, your team may wish to consult your IT team about pausing updates.

In the meantime, our development team has been instructed to create a workaround for the issue to get you back to work, which has been included in this version of Smart Service. As with all Smart Service updates, you will need to run this update on each workstation to resolve the issue. No additional update to iFleet is required. (Issue #8834)