

Solved Issue - "A Lock Could Not Be Obtained within the Time Requested"

Symptom

This error message was periodically found in the `server-log.txt` file when tasks were running:

ERROR - A lock could not be obtained within the time requested

OR

CDP could not open the Recovery Point list of the Disk Safes, and the following error message was displayed in the user interface:

Could not Execute Query [SQL: 30000]" is displayed when trying to open the Recovery points of a Disk Safes during merge task.

Cause

An error relating to not obtaining a lock occurred when archiving was running and a merge was already running in the background.

Resolution

The issue has been corrected in CDP 4.0.0.