

Error Message – PROCESS DISABLED

You may encounter the error **(PROCESS) DISABLED** in the System Setup area on the [home page](#). When this occurs, some part of the connection between your SIS database and LYNX is halted until the error is resolved.

A disabled process can result in one of several messages:

- INIT DISABLED
- SIS SYNC DISABLED
- 25LIVE SYNC DISABLED
- IMPORT DISABLED
- EXPORT DISABLED

LYNX has multiple fail-safe systems built in which disable key functions in the event of a major error. If LYNX detects too many errors, it will automatically cease all relevant data flow until the problem can be resolved. Customers cannot reset these systems themselves but must contact CollegeNET staff in order to resolve the underlying issue and then reset the fail-safe system.

If you see any of the "Disabled" errors listed above, please contact support@collegenet.com for assistance.
