

# Troubleshooting

The document date cannot be before the end of year lock date, currently set at <date>

**You may see this error if there is a lock date in Xero that is preventing an item from being exported.**

The 'Lock date' stops changes being made to transactions during a past period. After a lock date has been set, you cannot add or edit transactions in Xero earlier than the lock date itself.

To fix:

- Remove or edit the lock date in the client's Xero account. To do this, Xero click on your organization name in Xero, then navigate to '**Accounting**' > '**Advanced**' > '**Financial Settings**' > '**Lock Dates**' to remove.

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Revision #1

Created Mon, Jan 4, 2021 8:56 AM by [Matthew](#)

Updated Mon, Jan 4, 2021 8:57 AM by [Matthew](#)