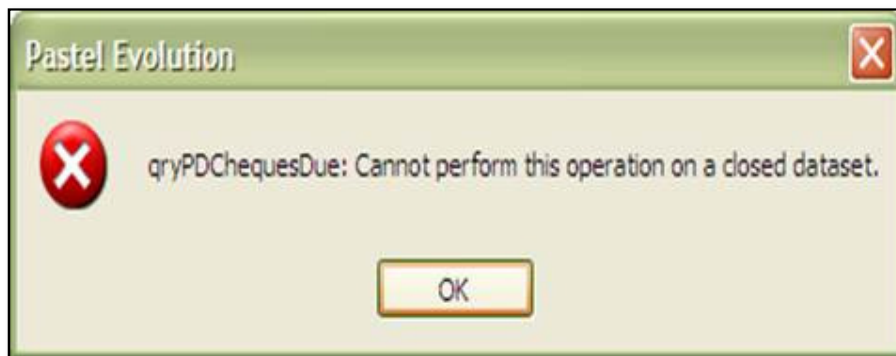


Article Outline	'qryPDChequesDue: Cannot perform this operation on a closed dataset' Source Document error	
Article Date	2017/11/16	
Knowledge Type	Solving an error message	
Knowledge Activity	Processing	
Application Version	V7.20.4.000	
Application Edition	<input checked="" type="checkbox"/> Evolution Standard / Sage 100 Evolution	<input checked="" type="checkbox"/> Evolution Premium / Sage 200 Evolution
Primary Module	Order Entry	
Secondary Module	Inventory Processing	
Knowledge Source	Incoming Customer Query	

Description of Error message

The following error message may display when processing a source document, e.g. Invoice, GRV, Credit Note etc.



Solution / Details

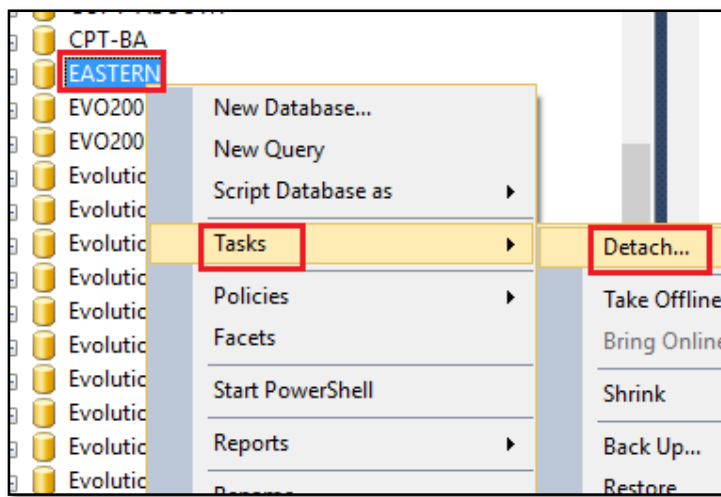
The following steps explain how to resolve the abovementioned query:

First ensure all network connections are setup correctly and running smoothly.

The client may be experiencing (perhaps temporary) a network dip and this should first be fully resolved.

Else, if the above is not the reason, do the following:

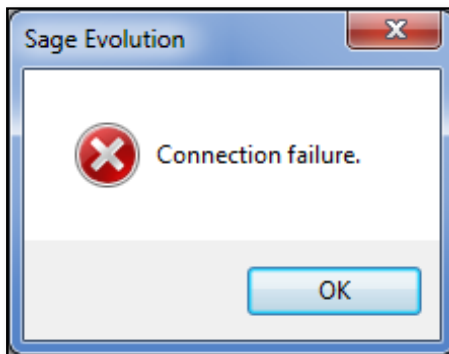
1. Get all users out of the company.
2. Backup the company.
3. Within MS SQL Management Studio, detach the company database.



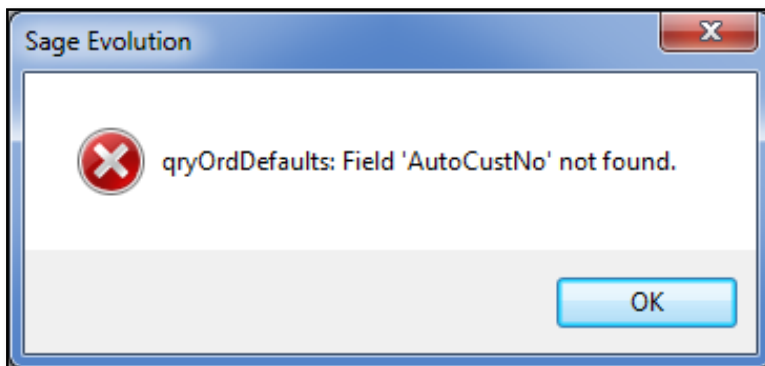
4. Re-attach the company database.
5. Test processing the source document which may now be working perfectly.

If the same error message is still observed afterwards, please consider the following case study:

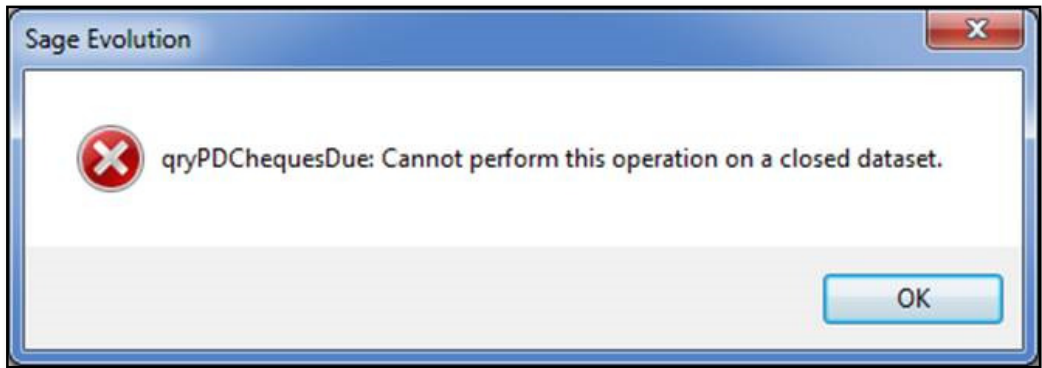
1. When processing a new Sales or Purchase Order (SO/PO) (or perhaps also GRV and normal Inventory Invoice) by simply selecting any customer/supplier and stock item, the following error was displayed:



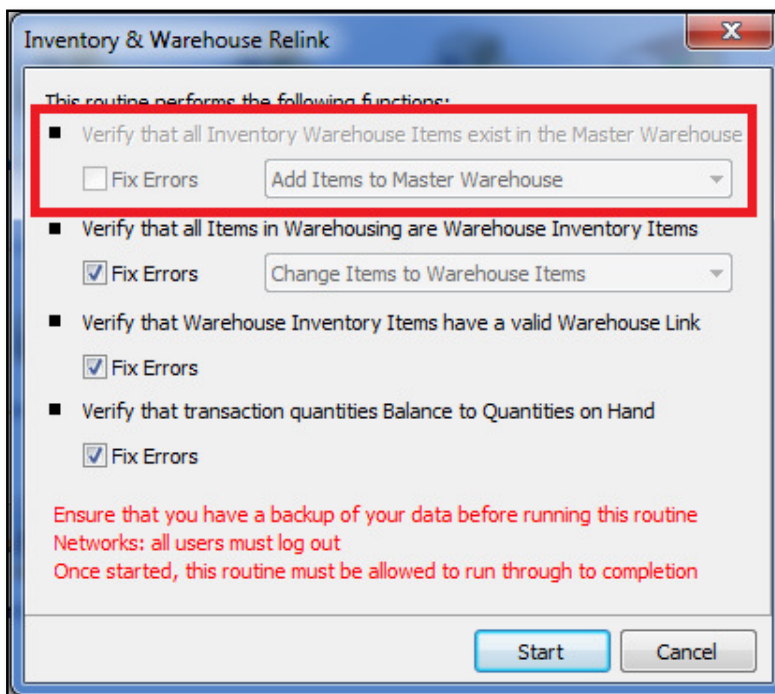
2. When the Process button was again clicked, the following critical error message displayed:



3. When closing the SO/PO transaction screen, the following error message was observed:



4. Running an **Order Entry | Maintenance | Orders Relink** did not fix the query.
5. When running an **Inventory | Maintenance | Inventory Relink**, the greyed out and unchangeable option below was noted.



6. The resulting Inventory Relink displayed some concerning results on the relink log file results below.

Group Time : 2016/11/17 7:40:00 AM (257)				
	2016/11/17 7:40:16 AM	Inventory & Warehouse Relink started.	Admin	Version 7.00.2
	2016/11/17 7:40:18 AM	All Items are Warehouse Items verified successfully.	Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: CS003 [ID=36] Warehouse: IFG Qty On Hand: 2450.1; Calculated Qty: 1320.8	Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: CS003 [ID=36] Warehouse: IRM Qty On Hand: 22; Calculated Qty: 11	Wareho. Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: CS066 [ID=99] Warehouse: IFG Qty On Hand: 822.5; Calculated Qty: 718.5	W. Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FSA075 [ID=129] Warehouse: IFG Qty On Hand: -338; Calculated Qty: -169	W. Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FSA631 [ID=143] Warehouse: IFG Qty On Hand: 1.2; Calculated Qty: 0.6	Ware Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FRU018 [ID=152] Warehouse: IFG Qty On Hand: 31914; Calculated Qty: 17729	Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FRU017 [ID=155] Warehouse: IFG Qty On Hand: 52; Calculated Qty: 26	Wareh Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FSA310 [ID=174] Warehouse: IFG Qty On Hand: 343; Calculated Qty: 171.5	W. Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FSA515 [ID=215] Warehouse: IFG Qty On Hand: 478; Calculated Qty: 239	War Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FRU025 [ID=250] Warehouse: IFG Qty On Hand: 55.8; Calculated Qty: 27.9	W. Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FRU020 [ID=251] Warehouse: IFG Qty On Hand: 96; Calculated Qty: 48	Wareh Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FPM350 [ID=254] Warehouse: IFG Qty On Hand: 126; Calculated Qty: 96	Ware Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FPI100 [ID=257] Warehouse: IFG Qty On Hand: 23.2; Calculated Qty: 11.6	We Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FPO402 [ID=261] Warehouse: IFG Qty On Hand: 6500; Calculated Qty: 3250	V. Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FPO402 [ID=261] Warehouse: IRM Qty On Hand: -12; Calculated Qty: -6	Ware Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FPO403 [ID=262] Warehouse: IFG Qty On Hand: 780; Calculated Qty: 390	War Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FPO400 [ID=263] Warehouse: IFG Qty On Hand: 5046; Calculated Qty: 2523	V. Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FPO404 [ID=264] Warehouse: IFG Qty On Hand: 499.4; Calculated Qty: 425.4	Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FPO200 [ID=266] Warehouse: IFG Qty On Hand: 18586.2; Calculated Qty: 929	Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FPO300 [ID=270] Warehouse: IFG Qty On Hand: 1344; Calculated Qty: 672	W. Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FPO115 [ID=272] Warehouse: IFG Qty On Hand: 430; Calculated Qty: 215	Ware Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FPO118 [ID=274] Warehouse: IFG Qty On Hand: 3083; Calculated Qty: 1776	V. Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FPO110 [ID=275] Warehouse: IFG Qty On Hand: 580; Calculated Qty: 290	War Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FPO501 [ID=278] Warehouse: IFG Qty On Hand: 220; Calculated Qty: 110	War Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FPO101 [ID=279] Warehouse: IFG Qty On Hand: 245; Calculated Qty: 122.5	W. Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FPO021 [ID=280] Warehouse: IFG Qty On Hand: 10580; Calculated Qty: 5290	Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FPO026 [ID=283] Warehouse: IFG Qty On Hand: 21440; Calculated Qty: 10720	Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FPO040 [ID=284] Warehouse: IFG Qty On Hand: 280; Calculated Qty: 140	War Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FRU080 [ID=299] Warehouse: IFG Qty On Hand: 14458.4; Calculated Qty: 722	Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FRU130 [ID=302] Warehouse: IFG Qty On Hand: 86; Calculated Qty: 43	Wareh Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FRU100 [ID=305] Warehouse: IFG Qty On Hand: 18; Calculated Qty: 9	Wareh Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FPO030 [ID=306] Warehouse: IFG Qty On Hand: 333; Calculated Qty: 166	Ware Admin	Version 7.00.2

	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: FPO034 [ID=101000004] Warehouse: IFG Qty On Hand: 38108; Calculated Qty: 19054	Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Quantity Out of Balance! Item: BOTR05 [ID=101000005] Warehouse: IFG Qty On Hand: -29.2; Calculated Qty: -14.6	Admin	Version 7.00.2
	2016/11/17 7:40:21 AM	Warehouse Quantities verified successfully.		
	2016/11/17 7:40:21 AM	Warehouse Inventory Items with valid Warehouse Link verified successfully.		
	2016/11/17 7:40:21 AM	Errors found but were not fixed.		
	2016/11/17 7:40:21 AM	Inventory & Warehouse Relink terminated normally.		

Bottom Line

In this case the company database required an urgent data fix as the above errors are caused by data corruption.

Disclaimer: These articles refer to possible solutions and a platform to share information. Each article describes a method that solved a query (knowledge gathered from previous sites) and how Sage Evolution should operate. These articles make reference to a specific Sage Evolution version, however the thought process can be generalised. Please note the information contained in these articles should be treated as guidelines and adapted to accommodate differences in business processes and IT environments. Articles may not be applicable to all environments. If this article did not resolve your query please contact the Sage Evolution Support Department directly on: +27 (0) 86 112 6837.