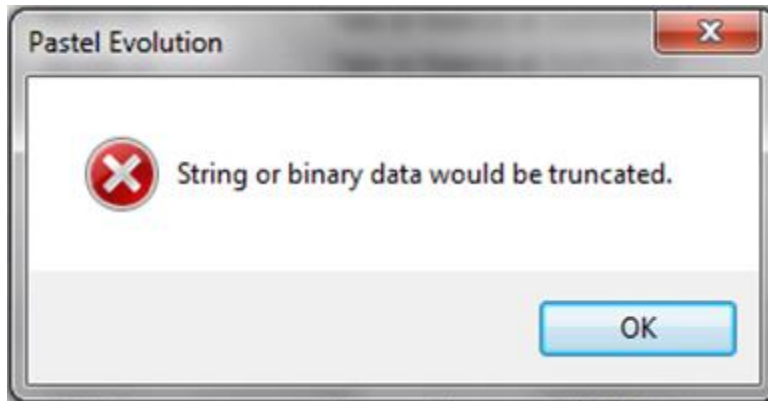


ARTICLE

The following critical error message may display when processing an Accounts Payable or – Receivable journal batch:

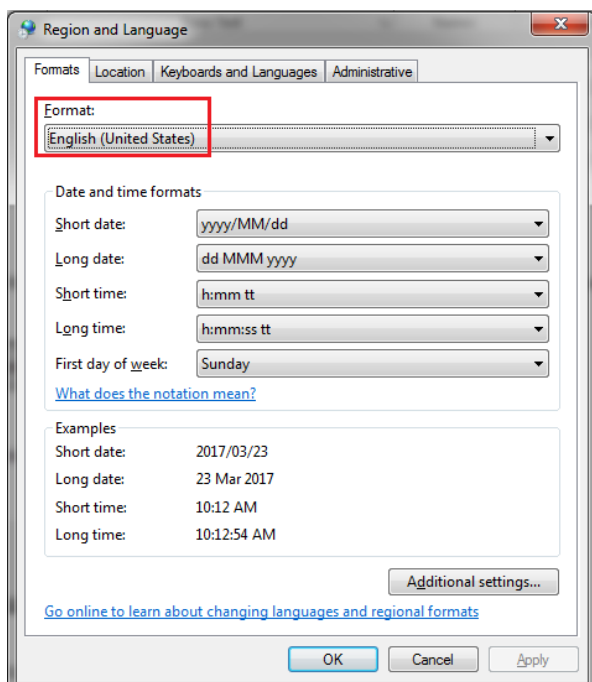


REASON AND SOLUTION

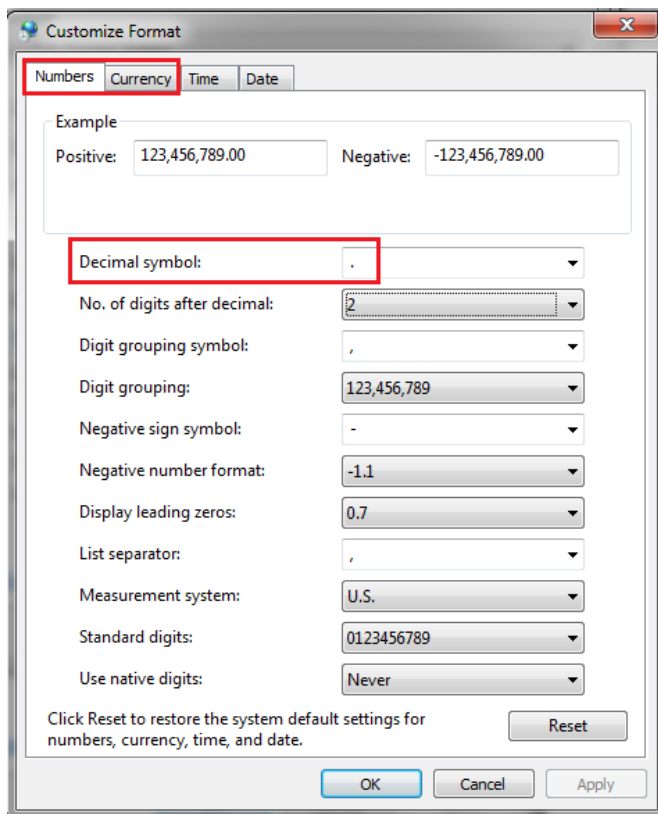
This error may be due to non-recommended settings on the local PC's Region and Language Settings.

Do the following to resolve this issue:

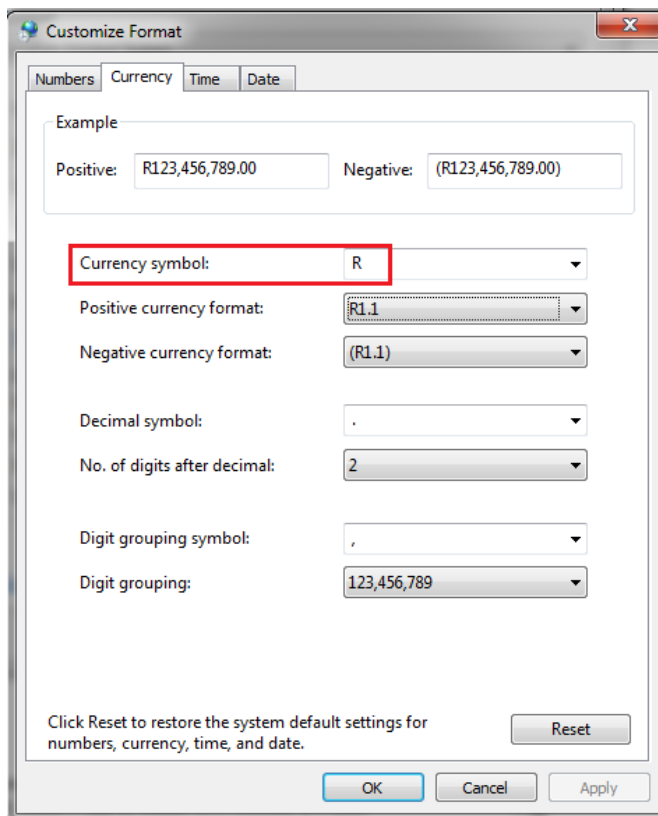
1. Close Evolution on the local PC where the above error appears
2. Open the Control Panel | Region and Language
3. Set the main format setting below to English (United States) (or even English United Kingdom)



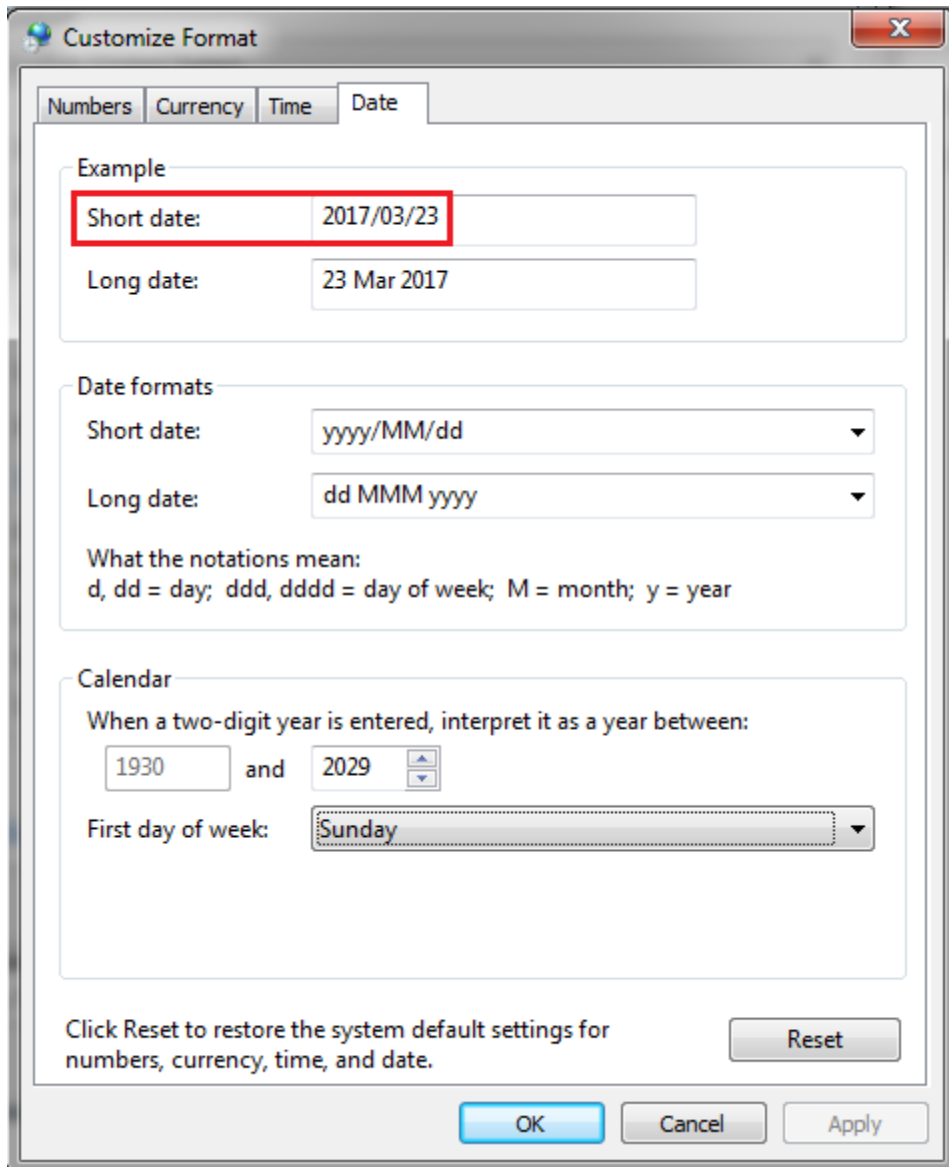
4. Click on the Additional Settings above and on both the Numbers and Currency tabs, ensure the Decimal symbol is a full stop (.) and not a comma (,)



5. On the Currency tab, select the correct, locally relevant currency symbol.



6. On the Date tab, ensure the Short date field, set the data format to either **yyyy/mm/dd** or **dd/mm/yyyy**



7. Save the new settings by clicking on the OK button above.

8. Please also note, that it may also help that even if the above settings are already in place to 'refresh' the settings.

Therefore, with Evolution still close, change the above settings to any other values. save the settings, then set them back to the above recommended settings and finally save the settings again.

9. Open the Evolution company and preferably create a new AP / AR journal batch (as the existing ones may be 'corrupted'), which should now process fine.