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)

Region and Language	e		
Formats Location Key	boards and Languages Administrative		
<u>F</u> ormat:			
English (United State	±5) ▼		
Date and time form	Date and time formats		
Short date:	yyyy/MM/dd 🗸		
Long date:	dd MMM уууу		
S <u>h</u> ort time:	h:mm tt 🔹		
Long time:	h:mm:ss tt		
First day of week:	Sunday 👻		
What does the nota	What does the notation mean?		
Examples			
Short date:	2017/03/23		
Long date:	23 Mar 2017		
Short time:	10:12 AM		
Long time:	10:12:54 AM		
Go online to learn ab	Additional settings		
	OK Cancel Apply		

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 (,)

🐓 Customize Format		
Numbers Currency Time Date		
Example		
Positive: 123,456,789.00	Negative: -123,456,789.00	
Decimal symbol:		
No. of digits after decimal:	2	
Digit grouping symbol:	, –	
Digit grouping:	123,456,789 🗸	
Negative sign symbol:	- •	
Negative number format:	-1.1 🔹	
Display leading zeros:	0.7 🔹	
List separator:	, 🗸	
Measurement system:	U.S. 👻	
Standard digits:	0123456789 🗸	
Use native digits:	Never	
Click Reset to restore the system defau numbers, currency, time, and date.	It settings for Reset	
(OK Cancel Apply	

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

🐓 Customize Format			
Numbers Currency Time	Date		
Example			
Positive: R123,456,789.0	0 Negative: (R123,456,789.00)		
Currency symbol:	R		
Positive currency form	at:		
Negative currency form	nat: (R1.1) 🔻		
Decimal symbol:			
No. of digits after decir	nal: 2		
Digit grouping symbol	, 🗸		
Digit grouping:	123,456,789 💌		
Click Reset to restore the sy numbers, currency, time, and	stem default settings for Reset		
	OK Cancel Apply		

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

Customize Format	×
Numbers Currency Tim	e Date
Example	
Short date:	2017/03/23
Long date:	23 Mar 2017
Date formats	
Short date:	yyyy/MM/dd 👻
Long date:	dd MMM yyyy
d, dd = day; ddd, dd Calendar	ddd = day of week; M = month; y = year
1930 and	2029
First day of week:	Sunday
Click Reset to restore t numbers, currency, tir	the system default settings for Reset
	OK Cancel Apply

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.