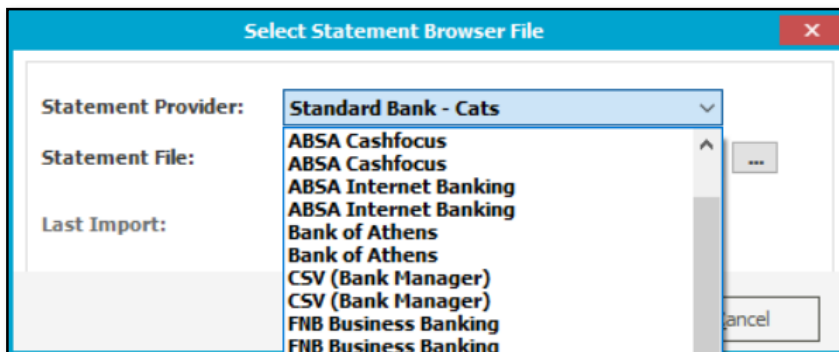


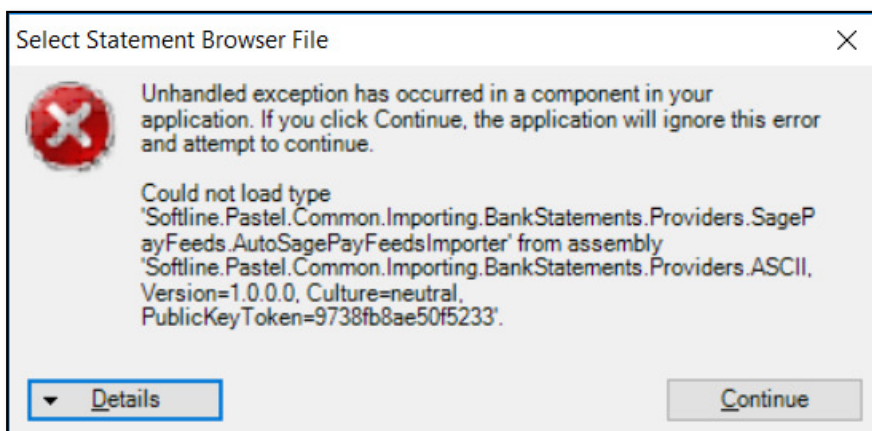
Article Outline	Duplicate Bank statements' options on Bank Manager import screen & 'Unhandled exception.. could not load type..' error	
Article Date	2019/03/11	
Knowledge Type	Solving an unknown issue	
Knowledge Activity	Importing	
Application Version	V9.20	
Application Edition	<input checked="" type="checkbox"/> Evolution Standard / Sage 100 Evolution	<input checked="" type="checkbox"/> Evolution Premium / Sage 200 Evolution
Primary Module	Bank Manager	
Secondary Module	Bank Manager	
Knowledge Source	Incoming Customer Query	

### Description of the Issue

Users may observe duplicate bank statements' import options on Bank Manager Statement Provider dropdown screen, when using Sage Evolution version 9.20.1



In addition, if you try select any option and then continue with the import by then trying to import the browsed import file, the following error message may be displayed:



## Diagnosing the Issue







The issue seems to occur continuously and is replicable on the following scenarios:

- occurs on all users/workstations/branches on a company database
- occurs on a different company database in the same environment
- occurs on the same company database in a different environment

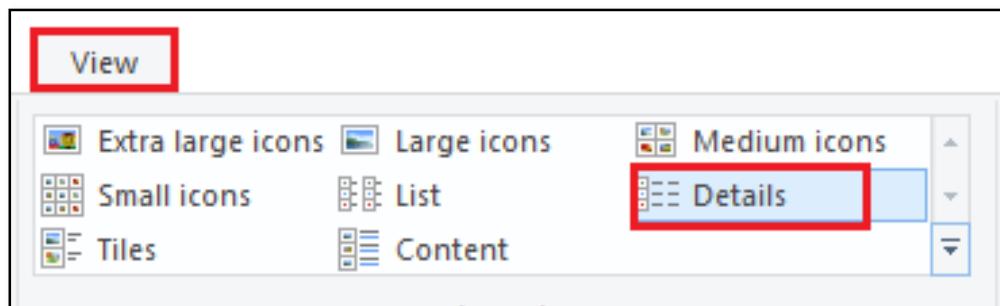
## Solution / Details

The following steps explain how to resolve the abovementioned query:

1. Close Evolution on the local PC
2. Find and download attached to this article a file called BM-FIX.zip
3. Extract the ZIP file and notice its content

Name	Date modified
 Softline.Pastel.Common.Importing.BankStatements.Providers.ASCII.dll	2019/01/31 14:14
 Softline.Pastel.Common.Importing.BankStatements.Providers.CSV.dll	2019/01/31 14:14
 Softline.Pastel.Common.Importing.BankStatements.Providers.MT940.dll	2019/01/31 14:14
 Softline.Pastel.Common.Importing.BankStatements.Providers.OFX.dll	2019/01/31 14:14
 Softline.Pastel.Common.Importing.BankStatements.Providers.QIF.dll	2019/01/31 14:14
 Softline.Pastel.Common.Importing.BankStatements.Providers.SagePayFeeds.dll	2019/01/31 14:14

4. On the local PC, go to the locally installed folder of Evolution, e.g. **C:\Program Files (x86)\Sage Evolution** and open the **Assembly** folder
5. Copy the 6 files in step 3 above, and paste / replace the current files in the **C:\Program Files (x86)\Sage Evolution\Assembly** folder
6. Still in the abovementioned folder, change the view to **Details**.



7. You may notice that after replacing the files, there will be certain duplicate files.  
For example, notice the two files highlighted below, and the Date Modified value next to each file.

Softline.Pastel.Common.dll	2018/12/19 10:02
Softline.Pastel.Common.Importing..BankStatements.Providers.ASCII.dll	2019/01/09 14:15
Softline.Pastel.Common.Importing..BankStatements.Providers.CSV.dll	2019/01/09 14:15
Softline.Pastel.Common.Importing..BankStatements.Providers.MT940.dll	2019/01/09 14:15
Softline.Pastel.Common.Importing..BankStatements.Providers.OFX.dll	2019/01/09 14:15
Softline.Pastel.Common.Importing..BankStatements.Providers.QIF.dll	2019/01/09 14:15
Softline.Pastel.Common.Importing..BankStatements.Providers.SagePayFeeds.dll	2019/01/09 14:15
Softline.Pastel.Common.Importing.BankStatements.Providers.ASCII.dll	2019/01/31 14:14
Softline.Pastel.Common.Importing.BankStatements.Providers.CSV.dll	2019/01/31 14:14
Softline.Pastel.Common.Importing.BankStatements.Providers.MT940.dll	2019/01/31 14:14
Softline.Pastel.Common.Importing.BankStatements.Providers.OFX.dll	2019/01/31 14:14
Softline.Pastel.Common.Importing.BankStatements.Providers.QIF.dll	2019/01/31 14:14
Softline.Pastel.Common.Importing.BankStatements.Providers.SagePayFeeds.dll	2019/01/31 14:14

8. Therefore, delete the oldest file between each pair of duplicate files, e.g. delete the file above with Date = 2019/01/09
9. Repeat step 8 above on all duplicate file names found.

Softline.Pastel.Common.Importing..BankStatements.Providers.ASCII.dll	09/01/2019 14:15	Application extens.
Softline.Pastel.Common.Importing..BankStatements.Providers.CSV.dll	09/01/2019 14:15	Application extens.
Softline.Pastel.Common.Importing..BankStatements.Providers.MT940.dll	09/01/2019 14:15	Application extens.
Softline.Pastel.Common.Importing..BankStatements.Providers.OFX.dll	09/01/2019 14:15	Application extens.
Softline.Pastel.Common.Importing..BankStatements.Providers.QIF.dll	09/01/2019 14:15	Application extens.
Softline.Pastel.Common.Importing..BankStatements.Providers.SagePayFeeds.dll	09/01/2019 14:15	Application extens.
Softline.Pastel.Common.Importing.BankStatements.Providers.ASCII.dll	31/01/2019 14:14	Application extens.
Softline.Pastel.Common.Importing.BankStatements.Providers.CSV.dll	31/01/2019 14:14	Application extens.
Softline.Pastel.Common.Importing.BankStatements.Providers.MT940.dll	31/01/2019 14:14	Application extens.
Softline.Pastel.Common.Importing.BankStatements.Providers.OFX.dll	31/01/2019 14:14	Application extens.
Softline.Pastel.Common.Importing.BankStatements.Providers.QIF.dll	31/01/2019 14:14	Application extens.
Softline.Pastel.Common.Importing.BankStatements.Providers.SagePayFeeds.dll	31/01/2019 14:14	Application extens.

10. The result should look like this with regards to the duplicated files as removed:

Softline.Pastel.Common.Importing.BankStatements.Providers.ASCII.dll	2019/01/31 14:14
Softline.Pastel.Common.Importing.BankStatements.Providers.CSV.dll	2019/01/31 14:14
Softline.Pastel.Common.Importing.BankStatements.Providers.MT940.dll	2019/01/31 14:14
Softline.Pastel.Common.Importing.BankStatements.Providers.OFX.dll	2019/01/31 14:14
Softline.Pastel.Common.Importing.BankStatements.Providers.QIF.dll	2019/01/31 14:14
Softline.Pastel.Common.Importing.BankStatements.Providers.SagePayFeeds.dll	2019/01/31 14:14

11. Repeat steps 4-10 on all Evolution workstations and the Server PC.
12. When completed, open the Evolution company and continue working in the Bank Manager which should now work fine.

**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.