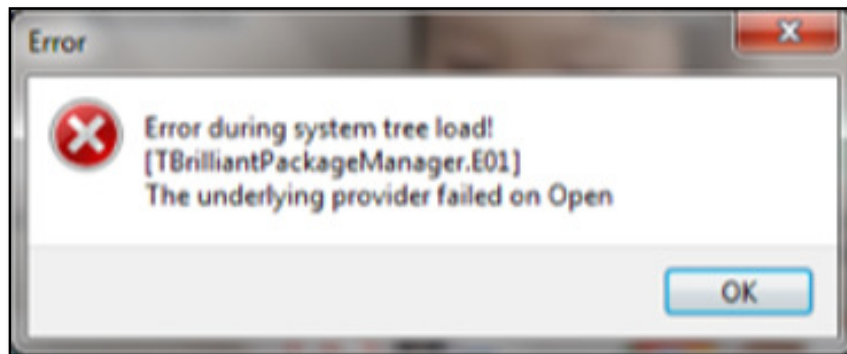


Article Outline	'Error during system tree load [TBrilliantPackageManager.E01] ..underlying provider failed on open'	
Article Date	2018/11/01	
Knowledge Type	Solving an error message	
Knowledge Activity	Opening Application	
Application Version	V7.20.4.000	
Application Edition	<input type="checkbox"/> Evolution Standard / Sage 100 Evolution	<input checked="" type="checkbox"/> Evolution Premium / Sage 200 Evolution
Primary Module	Company Opening/Log on	
Secondary Module	Company Opening/Log on	
Knowledge Source	Incoming Customer Query	

Description of Error message

The following error message may display when trying to open either Evolution or an Evolution company.



Solution / Details

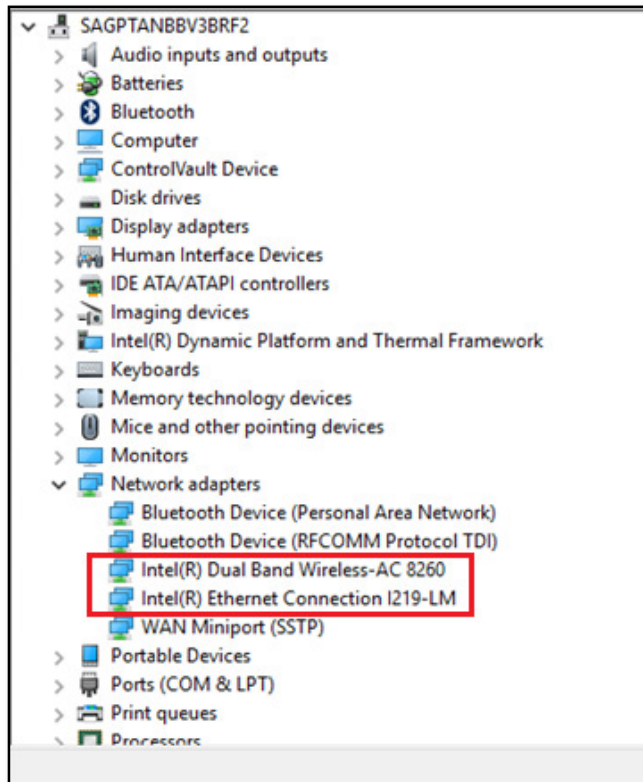
There may be quite a couple of reasons for the above error but in a recent query the steps provided below resolved the query.

In this case the user was working on a laptop PC and using a wi-fi connection (as opposed to an Ethernet cable network) where the above error was observed.

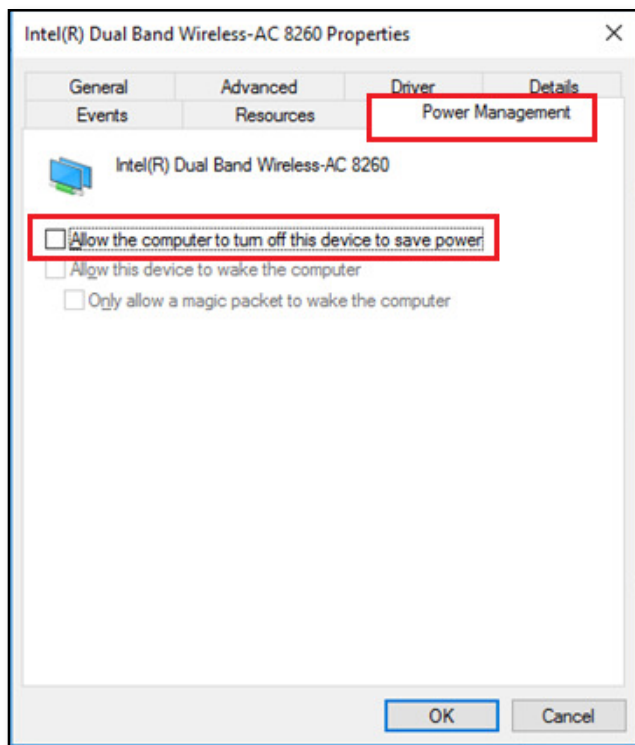
Therefore, the following steps should be applied on the local PC, in this case:

1. Go to **Control Panel | Device Manager | Network Adaptors.**

2. On each of the following two (or relevant) adapters, one-by-one **right click | Properties | Power Management**



3. Unselect this option marked below and click OK below to save the change



4. Plug in the network cable (or arrange that a Ethernet network point and cable be made available for the PC if not immediately available).
5. When the cable network is established and the cable plugged in it may be required to restart the laptop (especially if the Power Management settings have been unselected as explained above).
6. Open Evolution and company which now worked fine without any issues or errors (if the Ethernet cable is plugged in).
7. As an additional test, close Evolution.
8. Unplug the network cable.
9. Ensure the wi-fi connection is working fine and connected to the network
10. Open Evolution/company and the same error message above should again be observed.

CONCLUSIONS:

- Sage can't support Evolution or any other Sage network applications as working on a wi-fi connection.
- Wi-fi speed is generally far lower than an Ethernet cable network and wi-fi connections are prone to be unstable and may also be dropping, making it risky for Sage applications requiring a fast, stable and constant connected network.
- For all laptops the Power Management settings should **always** be unselected as explained above.

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.