

All/Multiple Modules: Object was open' random error message

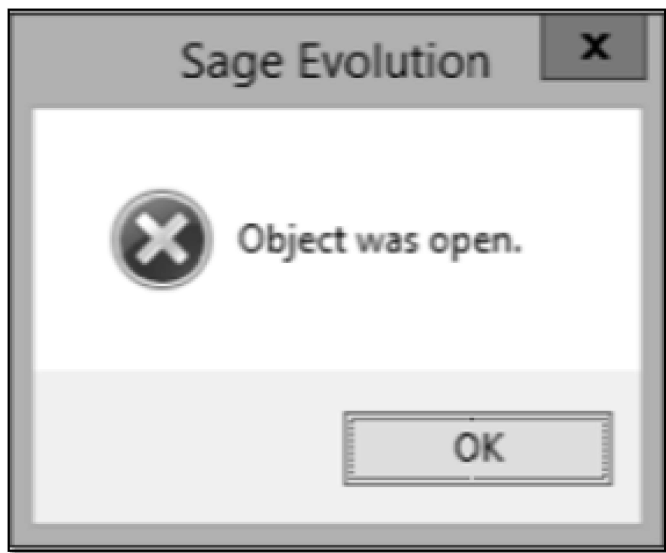
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Summary

Learn hoe to fix the Object was open' error message that is randomly observed in various screens in the company

Description

The following error message may display on various screens in the Evolution company and even cause the intended screen's content not to be displayed.



For example, on the Inventory Enquiries screen the above message may be observed when trying to select an Inventory Item on the dropdown, after a couple of seconds.

In addition, no Inventory Enquiries information is available / displaying at all.

It seems this message may be displayed whenever the user clicks on a record dropdown field on any transaction (or other types) screen e.g. Inventory Invoice, GRV etc.

The ultimate result of the above error is that the user is unable to view the intended information or process a transaction as intended.

Resolution

The following steps explain how to resolve the abovementioned query:

A. Registry Editor Key Deletion

If the above error message is observed

- on only one workstation as setup in a Local Area Network (LAN) configuration, or
- observed by all users as working on a Terminal Server (Remote Desktop Application) setup,

then consider the following solution:

Apply the steps is the [DELETING AN AGENT'S REGISTRY EDITOR KEY](#) guide

Click here to open it:

[DELETING AN AGENT'S REGISTRY EDITOR KEY \(view2.jsp?k2dockey=200331160304539\)](#)

B. Refreshing Company Database Views

If still needed, find attached a detailed guide to refresh the company's views, called **REFRESH VIEWS ROUTINE - COMPANY DOWNGRADING AND UPGRADING**

Implement the steps included in this guide and test if the query has been resolved.

Click here to open it:

[REFRESH VIEWS ROUTINE - COMPANY DOWNGRADING AND UPGRADING \(view2.jsp?k2dockey=200325121353245\)](#)

C. Running a Full Copy Company Procedure

If still needed, and not working in an Offline Branch Accounting environment, find attached a detailed guide to refresh the company's views, called **FULL COPY COMPANY PROCEDURE NEW**

Implement the steps included in this guide and test if the query has been resolved.

Click here to open it:

[FULL COPY COMPANY PROCEDURE \(view2.jsp?k2dockey=200325164215001\)](#)

D. Data Corruption

If applying the above advice has not resolved the above error, then consider that this issue may be due to data corruption of some sort.

Do the following to investigate possible data corruption:

1. Backup the company and ensure all users are logged out of the company.
2. Run a Relink in the relevant module. For example, in this case the data corruption may exist in the Inventory module. Therefore, run an Inventory Relink
3. When the Message Log file is analysed afterwards, one or two issues may be raised as can be seen below in this example, indicating a clear case of potential data corruption

Group Time : 22/11/2018 09:27:00 (7)				
📌	22/11/2018 09:27:16	Inventory & Warehouse Relink started.	Admin	Version 7.20.
📌	22/11/2018 09:27:16	Items exists in Master Warehouse verified successfully.	Admin	Version 7.20.
📌	22/11/2018 09:27:17	All Items are Warehouse Items verified successfully.	Admin	Version 7.20.
🚨	22/11/2018 09:27:17	Warehouse IDs have not been set for Warehouse Stock Items.	Admin	Version 7.20.
📌	22/11/2018 09:27:18	Warehouse Quantities verified successfully.	Admin	Version 7.20.
📌	22/11/2018 09:27:18	Warehouse Inventory Items with valid Warehouse Link verified successfully.	Admin	Version 7.20.
📌	22/11/2018 09:27:18	Inventory & Warehouse Relink terminated normally.	Admin	Version 7.20.

4. Therefore, please contact your local Evolution Business Partner or Sage Evolution Support and arrange a company data fix to be performed on your Evolution company.

Solution Properties

Solution ID

200407062718537

Last Modified Date

Tue Apr 07 06:27:31 UTC 2020

Views

8