Details

1. If running a Branch Accounting company, stop the local Sync Monitor on the server PC.

2. Backup the company and ensure **all** users are logged out of the company.

3. On the Evolution server PC, log in as agent Admin on the problematic company.

4. Go to **Administration | System Configuration | System Settings.**
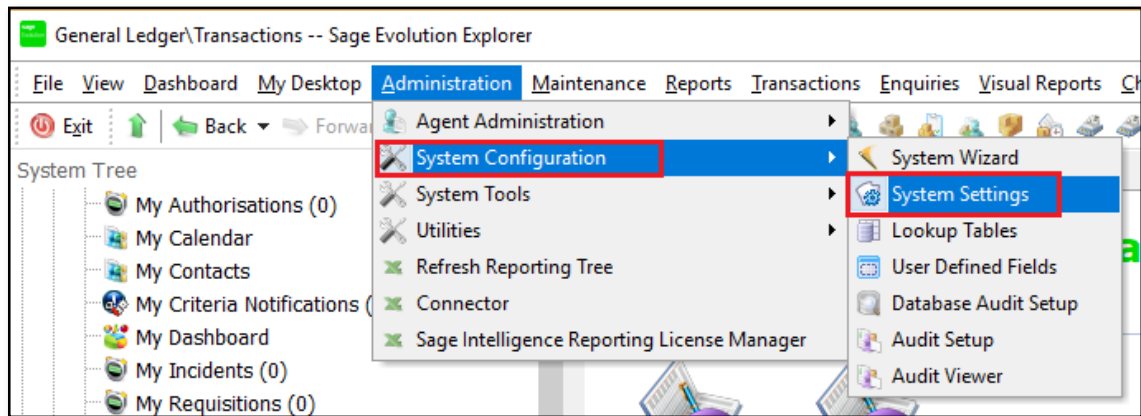
5. Notice the current value of the **Ver_DB** value on your screen. In my case its **1905** as an example. Your value could be different but it's not a problem at all.
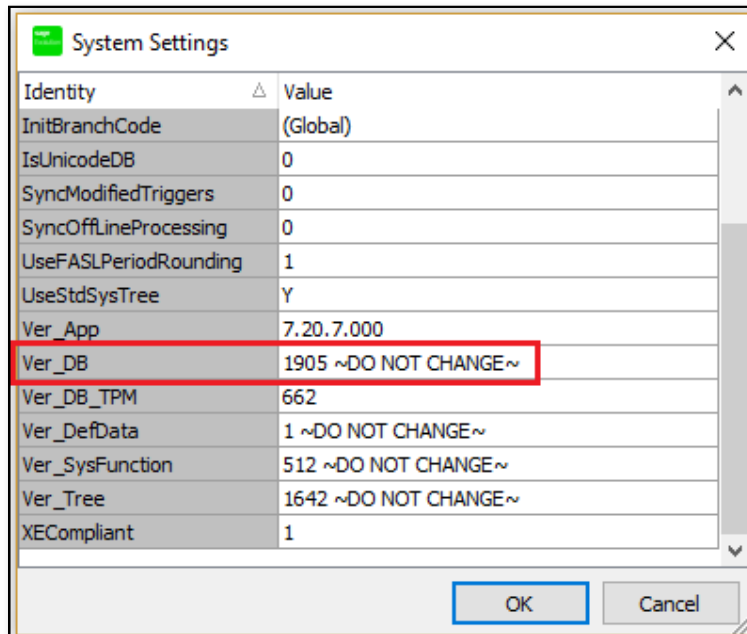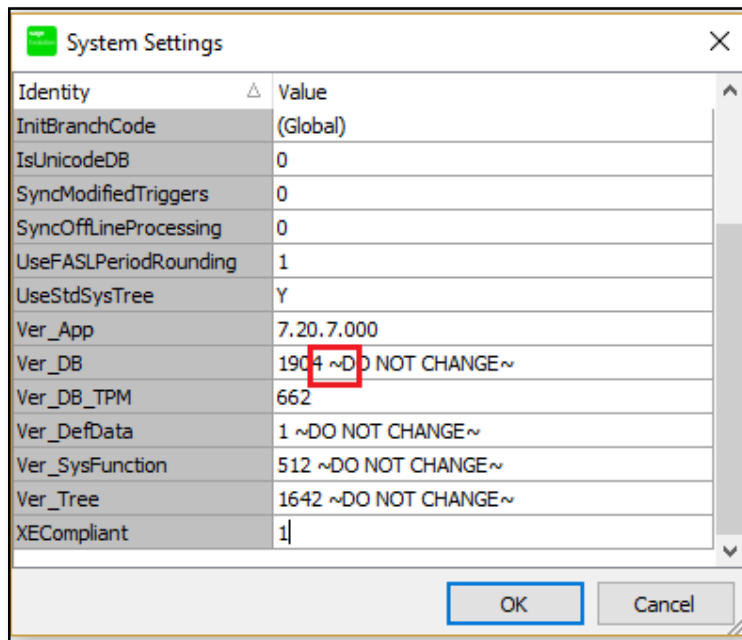
6. Now change this value to **one** value lower. For example: **1905** becomes **1904**
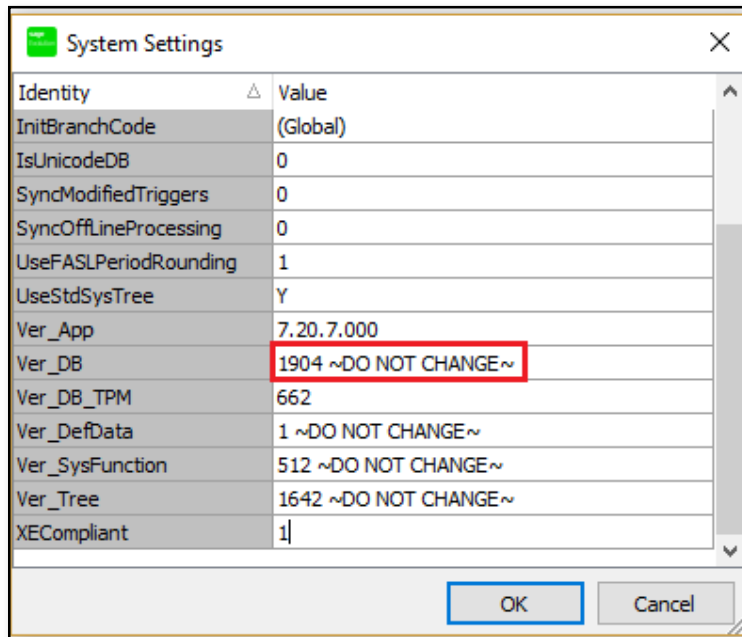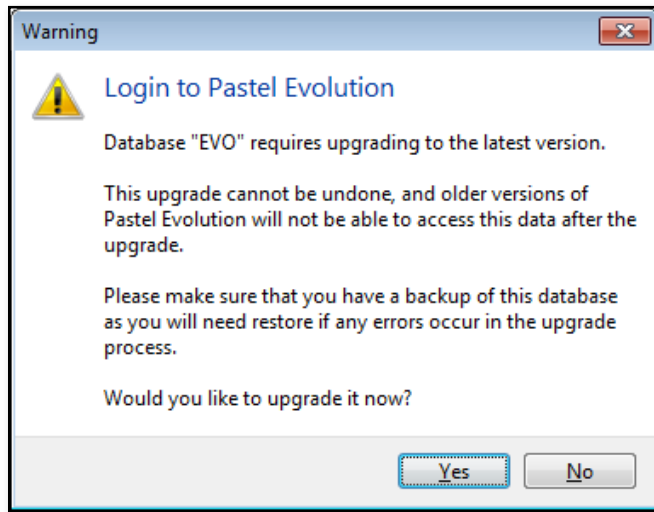

7. **Very Important:**

   **Always keep the <u>single space</u> between the numerical value and the $\sim$ symbol.**

8. When done, click the **OK** button above, close the Evolution company and then re-open the company.

9. At this stage you should observe the typical upgrade prompt as seen below. Click the **Yes** button and allow the upgrade to go through.

10. If running in a Branch Accounting environment, open and restart the local Evolution Sync Monitor.

    In the Sync Monitor also go to **Tools** | **Verify DB**
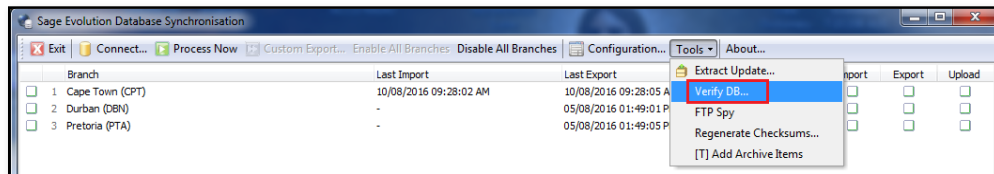
11. When done, open the Evolution company and check if the original issue has been resolved.