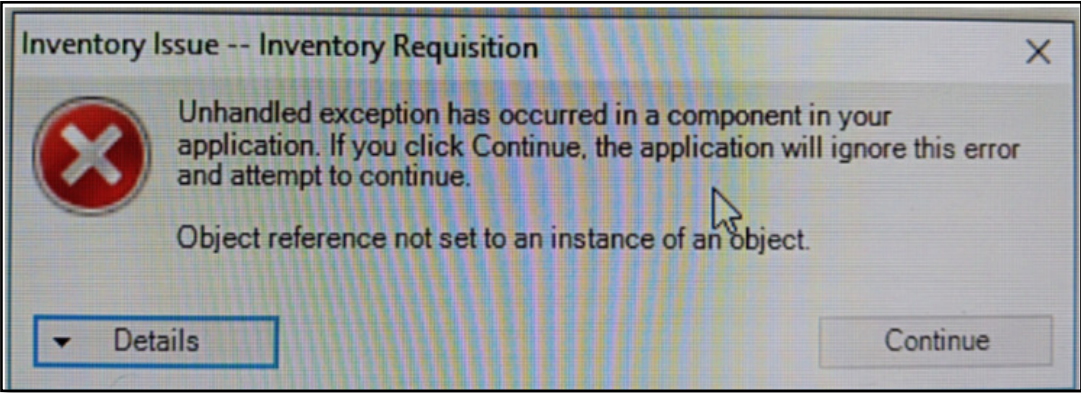


Article Outline	Unhandled exception has occurred in a component in your application... Object reference not set to an instance of an object'	
Article Date	2019/10/22	
Knowledge Type	Solving an error message	
Knowledge Activity	Processing	
Application Version	V9.20	
Application Edition	<input checked="" type="checkbox"/> Evolution Standard / Sage 100 Evolution	<input checked="" type="checkbox"/> Evolution Premium / Sage 200 Evolution
Primary Module	All/Multiple Modules/Not Relevant	
Secondary Module	All/Multiple Modules/Not Relevant	
Knowledge Source	Incoming Customer Query	
Incident Reference Nr	IR6008506	

Description of Error message

The following error message may display when processing in certain modules of the Evolution company.

In this case the error was specifically observed when processing in the Inventory Issue module (apologies for the poor image quality)



Solution / Details

The following steps explain how to resolve the abovementioned query:

1. In a recent query where the above error was resolved it was confirmed that the PC's local Anti-Virus package (Escan) was the reason for this error message.
As soon as the anti-virus was deactivated on the local PC the error was no longer observed.
2. Therefore, you can consider adding Evolution and all relevant Evolution executables as exceptions on the relevant local ant-virus to resolve this error.
3. Else, if this still not working, consider another anti-virus package to run on the local Evolution PC / domain (as relevant).

***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.*