

TROUBLE SHOOTING DATA ISSUES

Memory Access Voilation

This error will occur in following instances

1. While loading Tally, it prompts an error message as "Memory Access Violation"

Solution

Disable any user-defined TDLs defined in the Tally.INI file and also set "Default Companies" to NO → start Tally and check for the error message.

If the difficulty persists:-

Increase the screen resolutions with 32 bit high color, Normal fonts → Load Tally and check.

If the difficulty persists:-

Delete the printer drivers available in the Control panel. Execute Tally. If the same solves the difficulty, you may re-install the printer drivers.

If the difficulty persists:-

After checking above-mentioned areas, In case the difficulty persists you may check the following.

- Check for virus in the system
- Delete Tally.sav file and check
- Re-install Tally in a different folder and check
- Disable the real time protection from the Anti Virus Software

2.While opening Company , it prompts an error message as "Memory Access Violation"(MAV)

Solution

Take Data Backup ,

You may rewrite the data by Press Ctrl+Alt+R from the Company Info screen --> you will get the Rewrite company screen --> From the List of company screen you need to select the company in which you are facing the difficulty --> you will get the screen Rewrite "Yes" or "No". Select the option "Yes" and continue.

3.This error may occur if you are opting to print the cheque for the first time after reinstallation of the operating system, printer driver or Tally and do not select the appropriate printer and paper size before accepting the print command

Solution

You may follow the procedure given below to overcome the above error:

- Ensure that you have installed the correct printer driver and latest release of Tally
- Go to the payment voucher for which you wish to print the Cheque.
- On accepting the voucher, Tally will prompt you to print the cheque. If the print command is accepted here, the above error will be displayed.
- Therefore, before accepting the print command, click on the option "select printer", available on the right hand bottom of the screen.
- This will list the printer drivers installed on the operating system.

- Select the correct printer driver and the paper size
- Accept the screen and continue to print the cheque.
- After you complete the above-mentioned procedure, you do not have to repeat the same every time you wish to print the cheque.

4. While entering the C Form details, Tally displays an error message as follows:

“Exiting Tally! Internal Error. Contact Tally solutions. Software Exception c0000005 (Memory Access Violation)” (MAV)

Solution:

Go to the Form Receivable / Forms Issuable (e.g. Display > Statutory Reports > CST Reports > Forms Receivable > Group/Ledger > Select a Group/Ledger), press F12 Configure > Set “Yes” to ‘**Show all Vouchers**’ and select “Not Applicable” for the option ‘**Show Vouchers of**’ > Try filling up the details and accept the same.

5. While opening company getting error “ file damaged need to Rewrite”, or transmgr.500(Incase of tally7.2) transmgr.900(Incase of tally9)

Take data backup and guide for Rewrite.

If problem persist Guide with following procedure

- Go to Start > Run > specify the Tally72.exe path along with the data path followed by 0. Ex: c:\Tally\Tally72.exe c:\tally\data 0, where, c:\Tally\Tally72.exe - is the executable (Tally72.exe) path, Testdata - is the data path indicating that the data is in “C” drive and “Testdata” folder,

Tally will open from the command prompt > Need to rewrite the data now. For rewriting the data Press Ctrl+Alt+R from the Company Info screen --> you will get the Rewrite company screen > From the List of company screen you may select the company in which you are facing the difficulty > you will get the screen Rewrite "Yes" or "No". You may select the option "Yes" and continue
If problem persist Restore Earlier Backup.

6. "Debug location, Id: No. duplicated in the company"

Causes

An error prompts as "Debug location Id: **No.** duplicated in the company". Where **No.** is numeric value, say "312". This error can occur due to data corruption while loading the company/entering the vouchers.

Solution

Ensure that you are using the latest release of Tally. Take the backup of the data and rewrite the data. Steps for rewriting the data is as below:

- Go to Start > Run > specify the Tally72.exe path along with the data path followed by the id number in the error. Ex: c:\Tally\Tally72.exe c:\tally\data 312, where, c:\Tally\Tally72.exe - is the executable (Tally72.exe) path, Testdata - is the data path indicating that the data is in "C" drive and "Testdata" folder, 312 - is the id number displayed in the error message.

Tally will open from the command prompt > Need to rewrite the data now. For rewriting the data Press Ctrl+Alt+R from the Company Info screen --> you will get the Rewrite company screen > From the List of company screen you may select the company in which you are facing the difficulty > you will get the screen Rewrite “Yes” or “No”. You may select the option “Yes” and continue.

7.While opening company getting error “Cannot Understand Bad Formula”

Take Data Backup and cut Tallysav file.

8.While opening company getting error “Record Insertion Failure in Database. Contact Tally Solutions”

Take data backup and guide for Rewrite.

Suggest to upgrade to latest release.