



POWER OF SIMPLICITY

**Tally 9**  
**Troubleshooting Guide**

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# Lesson 1: Installation

## Lesson Objectives

At the end of this lesson you will be able to:

- ❑ Rectify the errors that occur while installing Tally 9
- ❑ Learn about the pre-installation guidelines that need to be followed

## 1.1 Errors during Installation

During the installation of Tally 9 you may come across some errors. These errors can be categorised based on the reason of occurrence into three broad specifications:

- ❑ Incomplete download or size of install.exe file or corrupt exe file
- ❑ Insufficient rights
- ❑ Incompatible/ unavailable files in Windows (Operating Systems)

### 1.1.1 Errors due to size/corruption of install.exe file

This error can occur if the **install.exe** file is not downloaded completely from the website or it is not copied properly onto the CD or the drive from where the installation is being executed. This error can also happen if the **install.exe** file is corrupt.

#### Error Message:

*'Not a win32 application', while installing Tally.*

#### Reason:

The **install.exe** file is not downloaded completely or it is corrupt.

#### Solution:

Download the installation file again from the Tally website. Check the file size after downloading the **install.exe**

To check the file size:

1. Right click on **Install.exe**
2. Click on **Properties**

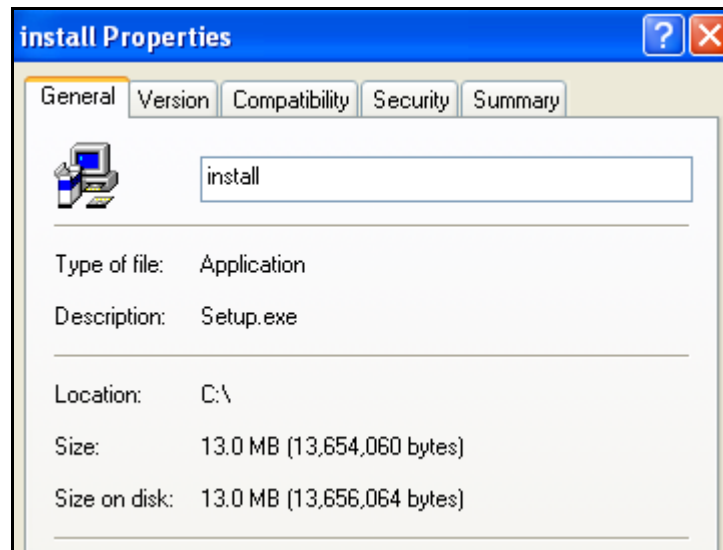


Figure 1.1 Install.exe Properties

3. Check the size of **install.exe** and compare with the size mentioned on the website. If required re-download the file on your computer from the Tally website.

### 1.1.2 Errors due to insufficient rights

You could encounter some errors during the installation process if you don't have the proper rights to the drive on which the software is installed.

#### Error Message:

*While installing Tally 9 (on Windows 2000 server), InstallShield displays an error message, 'Access is denied' with the error code as shown.*

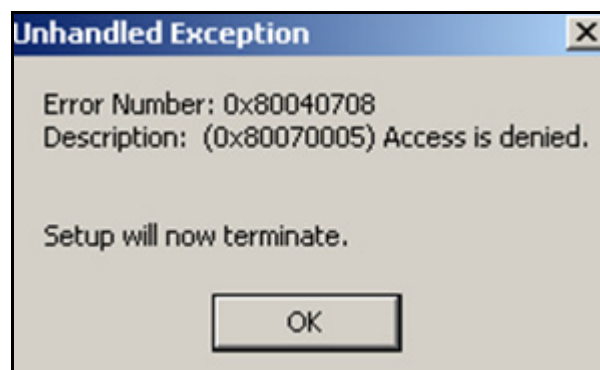


Figure 1.2 Error message

**Reason:**

This error occurs due to the COM Security Permission Setting on your computer.

**Solution:**

1. Go to **Start > Run** and type **dcomcnfg** and press **Enter**. It will open the **Component Services** window.
2. Double click on **Component Services > Right click on My Computer > Click on Properties**.

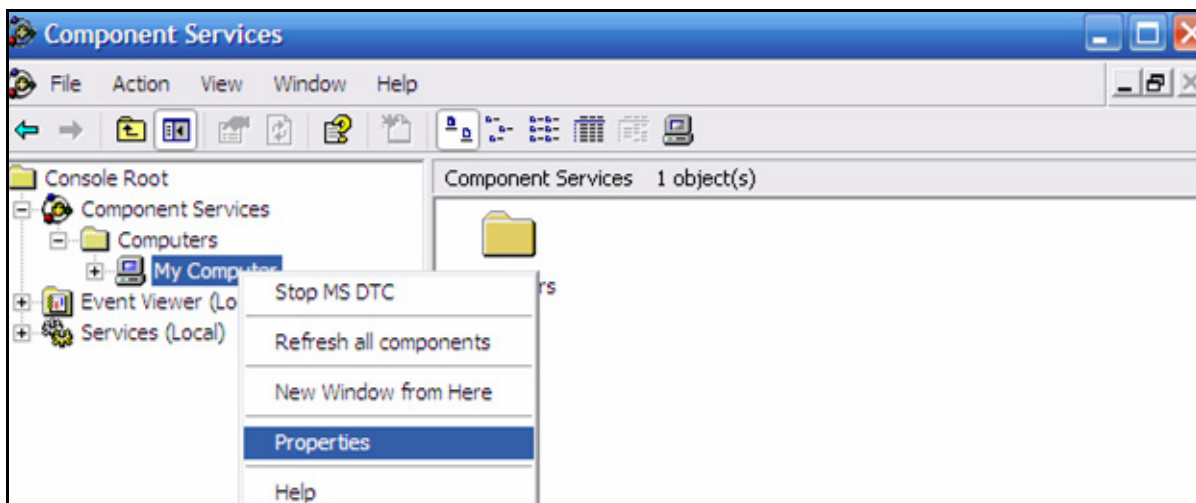


Figure 1.3 Component Services

3. **My Computer Properties** window opens. Click on **Edit Default** under **COM Security** tab. Then click on **Add user / Administrator** for changing the permission settings, to execute the InstallShield.

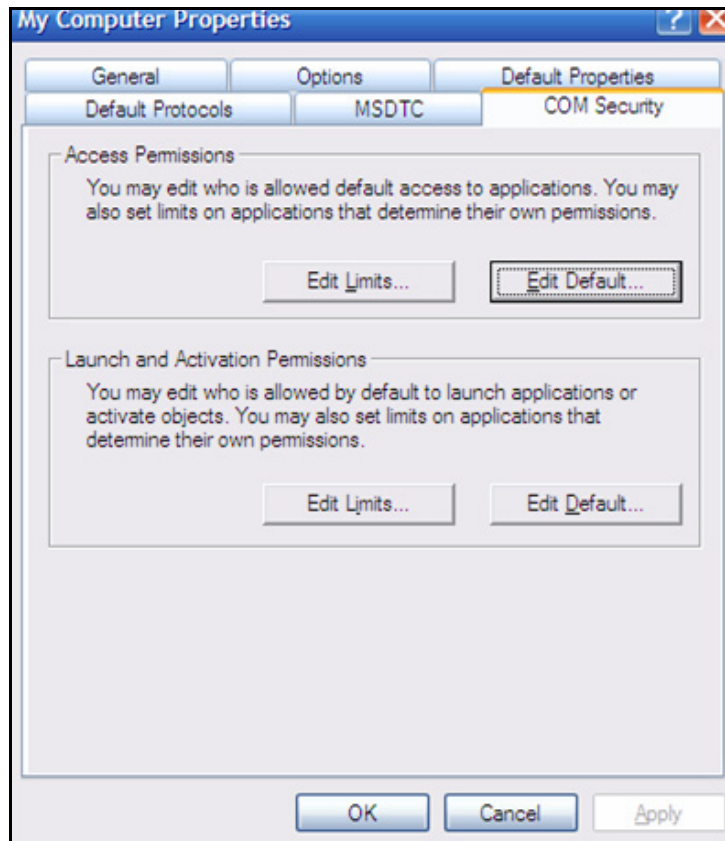


Figure 1.4 Properties

**Error Message:**

**Error Code: -6003 (at the InstallShield Wizard), while installing Tally 9 as shown.**

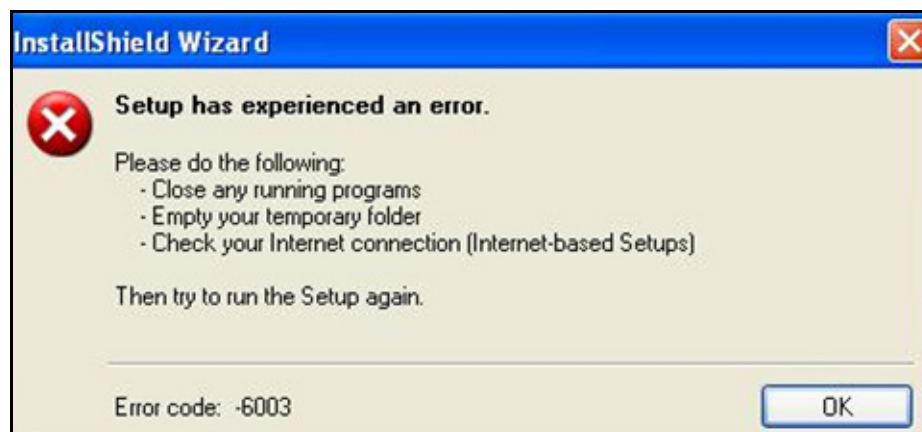


Figure 1.5 Error message — InstallShield Wizard

### Reason:

This error occurs when you don't have the administrative rights for executing the **InstallShield** or there is not enough space on the hard drive of your computer to install Tally.

### Solution:

1. The user should have administrative rights for executing the InstallShield.
2. Open **Common Files** folder from **Program Files (C:\Program Files\Common Files)**.
3. Rename the existing **InstallShield** to **InstallShield\_old**.
4. Now double click on **Tally9 InstallShield** and check.



*When you are executing the **Tally9 InstallShield**, it will try to create an **InstallShield** runtime folder in the **Common Files** folder. If the user does not have administrative rights, the same error message will be displayed again.*

### 1.1.3 Errors due to missing/corrupt Windows files

These errors can occur if any necessary Windows file is either missing or corrupt. This can also happen if the necessary windows file is not updated (hence in compatible).

#### Error Message:

*Incompatible version of the RPC stub, when install.exe is initialised (i.e. while trying to install Tally) on Windows 98 Operating System.*

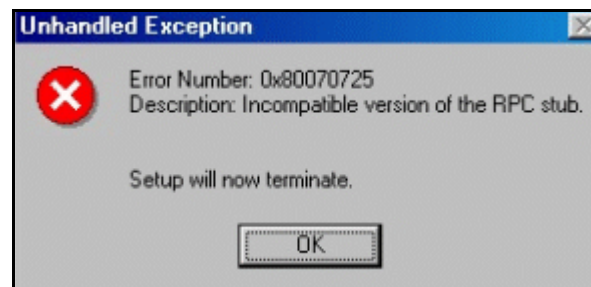


Figure 1.6 RPC Error message

### Reason:

This error is due to an incompatible version of a DLL file, such as Oleaut32.dll, Olepro32.dll, Asy-cfilt.dll, or Stdole2.tlb that was installed on the system.

**Solution:**

If you have Microsoft Office or an Office 2000 component installed on the system, install the **Office 2000 Service Release 1**. You can use this solution for any operating system.

If you do not have Office 2000 or an Office 2000 component installed on your computer, download and install the **mcrepair.exe tool**. When it prompts you to overwrite newer files, make sure you click **YES** for each file. You can use this solution for any operating system.

**Error Message:**

*'c0008 - Could not open library', while installing Tally 9 on Windows NT Operating System.*

**Reason:**

Tally installation file contains an inbuilt modem driver. It requires the enabling of RAS (Remote Access service) on the Windows NT operating system. If RAS is not installed and configured, Tally displays this error message during installation.

**Solution:**

To resolve this error you need to install and configure Remote Access Service on your computer.

To install RAS on a Windows NT machine:

1. Go to **Start > Settings > Control Panel > Network** and select the **Services** tab
2. Click on **Add**

3. Choose **Remote Access Service** from the list of **Network Service** and click on **OK**

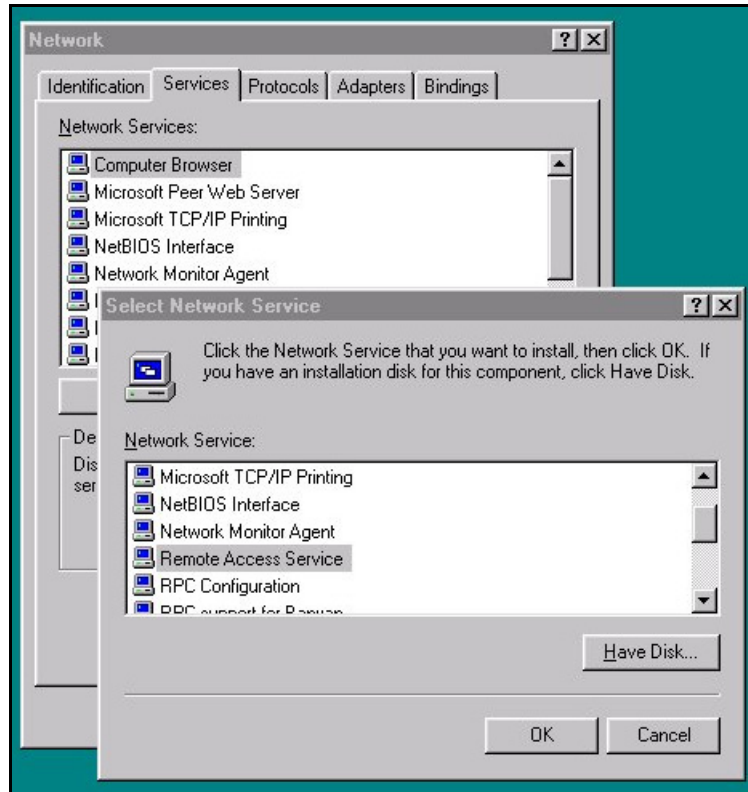


Figure 1.7 Network Services



*Ensure that you have IE ver 6.0 or above (Internet Explore version 6.0 or above).*

## Summary

On completion of this lesson, you have learnt

- ❑ To rectify the errors that occurs while installing Tally 9.
- ❑ The pre-installation guidelines that have to be followed.

## Lesson 2: Licensing

### Lesson Objectives:

At the end of this lesson you will be able to resolve:

- ❑ The issues during the Activation of Tally SU and MU.
- ❑ The issues while sharing the MU license.
- ❑ The Issues during the Updation and surrender process.

### 2.1 Licensing Errors

The Licensing errors can occur during the Activation, Updation, Surrender or sharing of License (in case of Tally MU). These errors can be classified into four main categories based on the reason behind the error.

- ❑ Errors resulting due to the Internet connection between the computer and Tally server.
- ❑ Errors resulting due to the Network connections while sharing the License for Tally MU.
- ❑ Errors due to the Administrator rights
- ❑ Errors due to other reasons. e.g. Antivirus or Firewall software installed on the computer or on the network.

#### 2.1.1 Errors due to Internet Connections (During online Activation/ Updation of Tally License)

During the activation process, if the Internet connection is not properly established between your computer and Tally's Licensig server, then Tally will display error messages.

#### Error Message/Code:

***Could not connect to Internet (12152600 / 012152600 /12152500 / 012152500 / 92152500 / 092152500 / 092152600 / 0092152500 / 22152500 / 022152500 / 0012152500 / 0012152600)***

#### Reason:

This error occurs when the Internet connection is not established between Tally 9 and Tally License server during the activation process. One of the following could be the reason for this.

- ❑ Internet connection is not established.
- ❑ Internet Explorer is configured in **Work Offline** mode.
- ❑ Unable to establish connection with Tally database server.
- ❑ Faulty Network Connection.
- ❑ Faulty Internet settings (Proxy or Firewall).
- ❑ Old version of Internet Explorer.
- ❑ XML Parse Problem (in case of Error Code **12152600 / 012152600 / 0012152600 / 092152600**)

**Solution:**

1. Make sure that you have the latest version of Internet Explorer installed on your Computer. To check the version Internet Explorer,

- ❑ Open Internet Explorer.
- ❑ Click on **Help** in the Tool bar of your browser.
- ❑ Select **About Internet Explorer** option and check the version as shown.

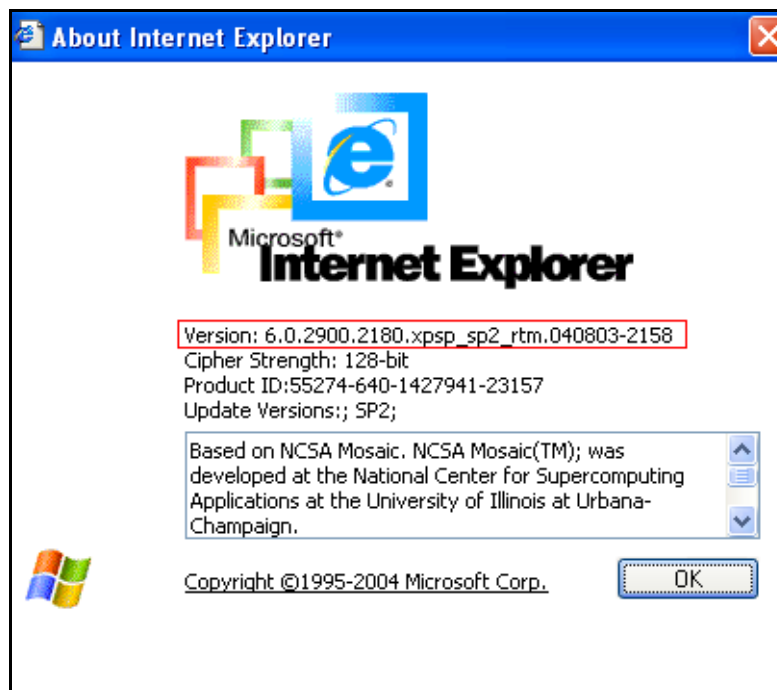


Figure 2.1 About Internet Explorer

2. Make sure that your computer is connected to the Internet. To confirm this, open Internet Explorer and go to [www.google.com](http://www.google.com). If the Internet Explorer displays a message that it is configured to work offline then,

- ❑ Go to **Internet Explorer > File**

- Uncheck the **Work Offline** option. It is applicable for all types of internet connections, i.e., Proxy, Dial-up/ Broadband or Gateway.
3. If Internet Explorer is not in the Off Line mode, resolve the connectivity problem and try again.
  4. Check the Proxy and Firewall settings as per Tally 9 Multi User (refer Installation Guide).
  5. Contact Tally Support (in case of Error code **12152600** / **012152600** / **0012152600** / **092152600**)

**Error Message/Code:**

***Could not activate License (11152500 / 11152600 / 21152500)***

**Reason:**

- Internet connection is not established.
- Internet Explorer is configured in **Work Offline** mode.
- Unable to establish connection with Tally database server.
- Faulty Network Connection.
- Faulty Internet settings (Proxy or Firewall).
- Old version of Internet Explorer.
- XML Parse Problem (in case of Error Code **11152600**)

**Solution:**

1. Check if the **Internet explorer is configured to work Offline.**
  - Internet Explorer > File
  - Uncheck the **Work Offline** option.
  - It is applicable for all types of internet connections, i.e., Proxy, Dial- up/ Broadband or Gateway.
2. Else, solve the connectivity problem and try again.
3. Ensure that the system date is correct.
4. Ensure that you enter the correct serial number and activation code.
5. Check Proxy and Firewall settings as per Multi User Installation checklist. (refer installation Guide)
6. Check the version of Internet Explorer it should be 6.0 or higher.
7. Contact Tally Support (in case of Error code **12152600** / **012152600** / **0012152600** / **092152600**)

**Error Message/Code:**

*License is already activated, please surrender it and try again.*

**Reason:**

When you try to activate/ update the Tally 9 License, which is already running on some other computer, Tally will display this error.

**Solution:**

You need to surrender the Tally 9 License on the first computer and then try to activate it on the second computer.

**Error Message/Code:**

*Could not update license (22510000 / 022510000)*

**Reason:**

The Tally Lincense is not getting updated becuase you are not able to write into the Tally folder. It can be due to

- ❑ System problem.
- ❑ Administrator rights.

**Solution:**

- ❑ Ensure that you have the permission to write to the Tally folder. It is recommended that you log in as System Administrator while activating/updating the Tally License.
- ❑ If there is more than one instance of Tally, close the additional instances and ensure that only one instance is executed.

**Error Message/Code:**

*12110000 / 012110000 / 0012110000 / 11110000 / 22110000 / 022110000 / 92110000 / 092110000*

**Reason:**

This error occurs when you try to activate the License online due to one of the follwing reasons:

- ❑ License file is in the **read-only** mode.
- ❑ Tally folder does not have **write** permission.
- ❑ License file being accessed by another process (another instance of Tally is running).
- ❑ License file has security permissions set.

**Solution:**

- ❑ Check the **Read-Only** properties of the file or Tally Folder and ensure that the **Read-Only** attribute is unchecked.
- ❑ If you have more than one instance of Tally, you need to close the additional instances and ensure that only one instance is running.
- ❑ Ensure that the user has permission to **write** to the Tally folder. It is recommended that you log in as System Administrator while activating/updating the Tally License.

**Error Message/Code:**

*Activate latest version of Tally first and try again.*

**Reason:**

This error occurs when the License activation is tried for the older version of Tally during the co-existence (7.2 with 9) if :

- ❑ if you are trying to activate Tally 7.2, while Tally 9 is inactive.
- ❑ Tally 9 is in the surrendered state.

**Solution:**

- ❑ You need to first activate Tally 9 and then send an activation request for Tally 7.2.

**Error Message/Code:**

*082110000 / 0102110000, during the Offline Activation process*

**Reason:**

This error occurs when you try to Activate Tally 9 License using the Offline process due to the following reasons:

- ❑ Offline response (License) file is read-only.
- ❑ Offline response (License) file is in used by another instance of Tally.
- ❑ Offline response (License) file has been opened through other applications and modified.

**Solution:**

- ❑ Go to File properties of the response file and uncheck the read-only option.
- ❑ If the problem persists, try to start the offline activation process once again.

**Error Message/Code:**

**81170000 / 82170000 / 082170000 / 0102170000 / 102170000 (Invalid License)**

**Reason:**

This error can occur during the offline activation process if:

- ❑ The Response file is pasted into the wrong machine, i.e., it is not pasted to the machine from which the request was generated.
- ❑ Response file is pasted into a wrong version of Tally (folder).

**Solution:**

- ❑ Make sure that you have pasted the Response file to the machine from which the request file was generated.
- ❑ Make sure that the Response file is pasted into the folder of the same version of Tally (e.g., If the request was generated from Tally 9 rel 2.0, the response file has to be pasted to the above folder only.
- ❑ If the issue is not resolved, contact Tally support.

**Error Message/Code:**

***Surrender successful. All versions of Tally running on your system will turn into educational.***

**Reason:**

This error occurs when the License of Tally 7.2 and Tally 9 co-exist on the same machine and only Tally 7.2 License is surrendered online.

**Solution:**

- ❑ Activate Tally 9 License once again as it got de-activated when License for Tally 7.2 was surrendered.
- ❑ If the issue is not resolved then, activate the License for Tally 7.2 once again.

**Error Message/Code:**

***Invalid State (031510000)***

**Reason:**

This error can occur when you try to surrender the Tally License online, due one of the following reasons:

- ❑ License Surrendering is tried from a different computer from the one on which it was activated.
- ❑ Fraudulent or erroneous reuse of license and request/ response files.
- ❑ Tally is already running in Educational mode.

**Solution:**

Make sure that you try to surrender the Tally License from the computer on which it was activated.

**Error Message/Code:**

**032152500 / 0032152500 / 32152600 / 032152600**

**Reason:**

This error occurs during the online License surrender process due to one of the following reasons:

- ❑ Your computer is unable to establish a connection with the Tally database server
- ❑ Faulty Network Connection
- ❑ The internet settings on your computer are incorrect (Proxy or Firewall)
- ❑ You are using an old version of Internet Explorer
- ❑ XML Parse Problem (in case of Error Code **032152600**)

**Solution:**

- ❑ Make sure your computer is connected to the Internet. You can try opening a webpage ([www.tallysolutions.com](http://www.tallysolutions.com)) to confirm this.
- ❑ Check Proxy and firewall settings as per Multi User Installation checklist
- ❑ Install the latest version of Internet Explorer (ver 6.0 or above).
- ❑ Contact Tally Support (in case of Error code **032152600**)

**Error Message/Code:**

**032530010**

**Reason:**

This error occurs when you try to surrender the License online and you don't have the permission to write in to the file Tally folder or License file.

**Solution:**

- ❑ Check the security permission settings of the Tally Folder.
- ❑ Ensure that you have the permission to 'write' to the Tally folder.
- ❑ Login into the computer as System Administrator and try again.

**Error Message/code:**

**032110000**

**Reason:**

This error can occur during the online License surrender due to the following reasons:

- ❑ If the the License file is locked for **writing**..
- ❑ License file is in the **read-only** mode.
- ❑ License file is being accessed by another process (another instance of Tally).
- ❑ License file has security permissions set.

**Solution:**

- ❑ Check the **Read-Only** properties of the file and ensure that the **Read-Only** attribute is unchecked.
- ❑ If you have more than one instance of Tally running, you need to close all the additional instances of Tally and ensure that only one instance is running.

**Error Message/code:**

**052510000 / 072510000, during the Offline Line License Surrender process**

**Reason:**

This error can occur due to one of the following reasons:

- ❑ System problem
- ❑ Fraudulent or Erroneous reuse of license and request file.
- ❑ Unable to write to the Tally folder

**Solution:**

- ❑ Ensure that you have the permission to 'write' to the Tally folder.
- ❑ If you have not logged in as System Administrator log off and log in again as System Administrator to make sure that you have complete rights.
- ❑ If there is more than one instance of Tally running, close all the other instances and ensure that only one instance is running.

**Error Message/code:**

**Could not process External request please try again later or contact Tally solutions (072152500 / 072152600 / 0092152500 / 0092152600)**

**Reason:**

This error occurs while sending the external request for Offline License Surrender due to one of the following reasons:

- ❑ Your computer is not able to establish Internet connection with the Tally License Server.
- ❑ Due to a faulty Network Connection.
- ❑ Due to improper Internet settings (Proxy or Firewall).
- ❑ XML Parse Problem (in case of Error Code 72152600 / 072152600 / 0092152600)

**Solution:**

- ❑ You need to check the Internet Connection on the computer from where you are sending the External request to the Tally Licesne Server.
- ❑ Check the Internet Settings
- ❑ Check the Proxy and Firewall settings as per Tally Multi User Installation.
- ❑ Contact Tally Support (in case of Error Code 72152600 / 072152600 / 0092152600)

## 2.2 Insufficient Permission

**Error Message/code:**

*Insufficient Permission while activating Tally 9 License on Windows Vista Operating System.*

**Reason:**

This error occur if you do not have sufficient rights to Activate Tally 9.

**Solution:**

**A. For a user with Administrator rights:**

- ❑ Right click on the **Tally** icon from the **desktop** and select **Run as administrator**.

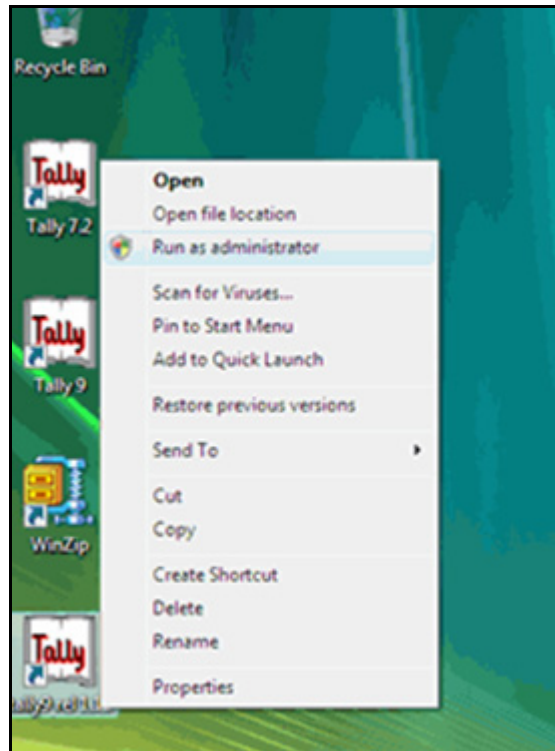


Figure 2.2 Pop-up menu

- ❑ **User Account Control** box appears and displays a message **An unidentified program wants access to your computer** with two options; **Cancel** and **Allow**.

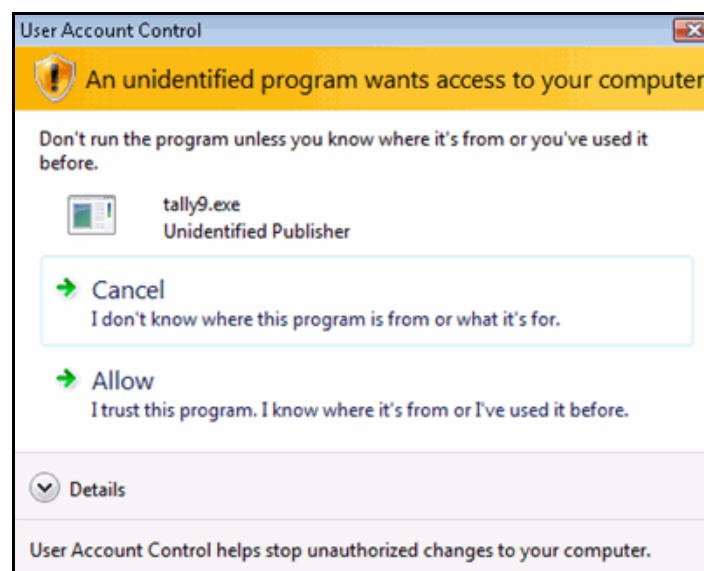


Figure 2.3 User Account Control

- When you click on **Allow**, Tally programme will be executed and the **Activate** option will be enabled under **Online/Offline** options under **F12: Configure > Licensing**.
- Now, activate **Tally** through the **Online/Offline** method.



*User Account Control helps to stop unauthorized changes to your computer.*

B. For users with Standard Rights:

- Right click on the **Tally** icon on the **desktop** and select **Run as administrator**.

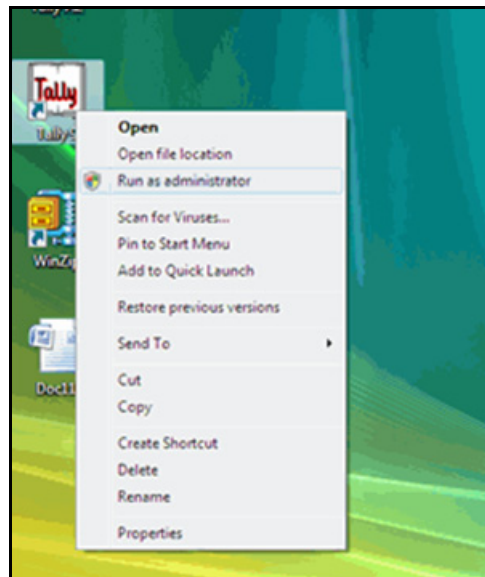


Figure 2.4 Pop-up menu

- The **User Account Control** box appears and displays a message **An unidentified program wants access to your computer** as displayed below.

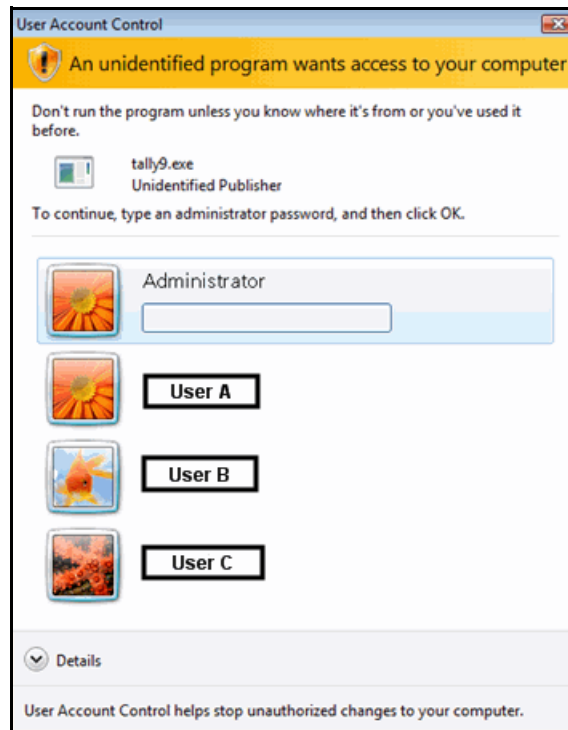


Figure 2.5 User Account Control

- ❑ Enter the **Administrator** level password.
- ❑ Tally programme will be executed and **Activate** option will get enabled under **Online/Offline** options under **F12: Configure > Licensing**.
- ❑ Now, activate Tally through Online/Offline method.

#### Error Message/Code:

*Insufficient Permission while activating Tally License on Windows (other than Windows Vista Operating System)*

#### Reason:

This error can occur if:

- ❑ You do not have sufficient rights on the computer.
- ❑ **system.ini** and **system.ini.bak** files are in read-only mode.

#### Solution:

- ❑ Login with administrator rights.
- ❑ Uncheck the read-only option in **system.ini** and **system.ini.bak** properties.
- ❑ Uncheck the hidden option under the same and try to reactivate.

## Tally opening in Educational mode

### Error Message/Code:

***Tally 9 opens in Education Mode in Multi-user environment.***

### Reason:

After you have successfully Activated Tally and obtained the License, Tally can turn into Educational due to one of the following reasons:

- ❑ If the Tally License Server is not running
- ❑ Wrong settings in **Tally.INI file** of Tally on Server and Nodes
- ❑ Wrong TCP/IP settings
- ❑ Corrupt TCP/IP protocol suite

### Solution:

- ❑ You need to make sure that the option '**Run Tally License Server at Windows Startup**' is checked at the time of installation.
- ❑ Open **Tally.ini** file on the License Server machine, client and correct the settings.
- ❑ Disable the DNS Server and check.
- ❑ Remove the TCP/IP and re-install.

### Error Message/Code:

***Tally 9 opens in Education Mode in Multi-user environment at the client machine (License Client)***

### Reason:

After you have successfully Activated Tally and obtained the License, Tally can turn into Educational due to one of the following reasons:

- ❑ If the license is not updated/validated within 45 days after the first installation, the temporary license will expire and Tally will function in the Educational mode.
- ❑ If Tally folder, in which the license has been updated is deleted.
- ❑ If Tally is reinstalled in a new folder

### Solution:

- ❑ Make sure that you update the license within 45 days to get the permanent license.
- ❑ If the License has already turned into Educational, because you did not Updated/Validated the same, then reactivate the License again to get the permanent License.

## Summary

On completion of this lesson, you have learnt

- To resolve the issues during the Activation of Tally SU and MU.
- To resolve the issues while sharing the MU license.
- To resolve the Issues during the Updation and surrender process.

## Lesson 3: Data Issues

### Lesson Objectives

At the end of this lesson you will be able to:

- ❑ Identify the most common Data related errors.
- ❑ Learn how to resolve the data related errors.

### 3.1 Memory Access Violation (MAV) Errors

These errors can occur due to one of the following reasons:

- ❑ Due to data corruption while loading a company or executing a report.
- ❑ While executing Tally due to a corrupt Tally 9.exe or problem with the TDL files.
- ❑ Error while printing due to incorrect printer drivers.
- ❑ Error while Cheque Printing if the printer settings are not configured correctly or incorrect printer drivers.

#### Error Message/Code:

*'Memory Access Violation' message is displayed when Tally is executed with default companies set to Yes in the Tally.ini file.*

#### Reason:

This error can occur if the Tally data is corrupted.

#### Solution:

- ❑ Set **Default companies** to **No** in **Tally.INI** file (available in the Tally directory) and save the changes. Restart Tally again.
- ❑ Press **Ctrl+Alt+R** from the **Company Info** screen. Select the company, with which you are facing difficulty and re-write the data by choosing Yes and continue.

**Error Message/Code:**

*'Memory Access Violation' message is displayed while loading Tally.*

**Reason:**

This error can occur:

- ❑ due to wrong screen resolution
- ❑ due to wrong/ corrupt printer drivers
- ❑ due to possible virus attack
- ❑ due to improper TDL's

**Solution:**

- ❑ Set **Default Companies** to **No**. Open Tally and Rewrite the company data.
- ❑ Set the screen resolution to 1024x768 with 32-bit high color.
- ❑ Delete the printer drivers available in the printer panel. Execute Tally and check. If the problem still persists, re-install the printer driver.
- ❑ If the problem persists, check for viruses in the system.
- ❑ If the problem still persists, re-install Tally in a different folder/ drive and check.
- ❑ Disable the TDL file in **Tally.INI** and check.

**Error Message/Code:**

*'Memory Access Violation' message is displayed while printing reports or any other document from Tally.*

**Reason:**

This error can occur due to

- ❑ improper or corrupt printer drivers.
- ❑ possible data corruption.

**Solution:**

- ❑ Uninstall and reinstall the correct printer drivers.
  - While printing any report or a document, click on **Print**.
  - Select Printer and the correct printer driver from the list of drivers installed. Define the correct paper size to continue printing.
- ❑ If the problem persists, re-write the data by pressing **Ctrl+Alt+R** from the **Company Info** screen as explained earlier in this document.

**Error Message/Code:**

*'Memory Access Violation' message is displayed while printing cheques.*

**Reason:**

This error can occur due to

- ❑ Wrong printer drivers
- ❑ Printing after accepting vouchers

**Solution:**

- ❑ Ensure that the correct printer driver and the latest version of Tally are installed.
- ❑ After accepting vouchers, do not opt for printing option. Instead, click on the option **Select printer** available on the bottom-right corner of the screen. This will list the printer drivers installed with the operating system. Select the correct printer driver and paper size to continue printing cheques.

## 3.2 Errors while Loading Company

While loading a company the following error messages could be displayed:

**Error Message/Code:**

*'Cannot open two companies at a time' displays when loading a company.*

**Reason:**

This error occurs when you try to load two companies with the same name.

**Solution:**

- ❑ At any given moment you cannot load two companies with the same name.
- ❑ If you require loading both the companies simultaneously, alter the name of one company.
- ❑ You can retain the same 'Mailing Name' for both the companies.

**Error message/code:**

*'Failed to Open the Company' displays when loading a company/entering vouchers.*

**Reason:**

This error can occur if:

- ❑ You don't have full access to the data folder or the directory/folder is write protected.
- ❑ Tally is in the Educational Mode on one of the systems in a Multiuser environment.

**Solution:**

- ❑ You need to ensure that the data folder is shared with **Full Access** and the directory is not **write** protected.
- ❑ If Tally is loaded as a **Single user Educational** and if a company is loaded, then the other users will not be able to open this company from the other systems.

**Error message/code:**

***'Cannot Read Files' displays when trying to access data from excel using ODBC.***

**Reason:**

This error occurs if the company from which the data is fetched is not Loaded in Tally.

**Solution:**

Before opening ODBC connectivity, load the respective company in Tally.

### 3.3 Errors during Data Backup

While taking Data backup on an external medium or any other drive, you might get errors or prompts if the medium does not allow to write:

- ❑ If the medium is write protected
- ❑ If there is not sufficient space on the medium
- ❑ If the is already some data and Tally is trying to overwrite the same.

**Error message/code:**

***'Erase Directory' is displayed while taking a backup.***

**Reason:**

This is a warning message. It is related to the medium on which the backup is taken. This prompt is Tally's unique way of ensuring that you have already checked and want the Tally backup to overwrite all the information available on the medium (such as floppy, zip diskette, etc.).

**Solution:**

If you select **Yes**, Tally will overwrite the information on the storage media and backup process can continue.

### 3.4 Errors during Splitting of Company Data

While splitting the company data, Tally integrates all the entries made so far. If there is a drastic change, then Tally displays an error message during the splitting process.

#### Error message/code:

***'No entries in Voucher' displays when splitting company data***

#### Reason:

This error occurs if the Security Control and the Tally Audit features are enabled in the company creation screen and one or more audited vouchers have been deleted.

#### Solution:

- ❑ Go to **Gateway of Tally > Display > Statement of Accounts > Tally Audit > Vouchers/ Ledgers**.
- ❑ **F7**: Accept all un-audited vouchers/ ledgers and save.
- ❑ Try Splitting after auditing the vouchers/ ledgers.

#### Error message/code:

***'No accounting details' displays when splitting company data.***

#### Reason:

This error occurs if one of the vouchers is not properly saved or is corrupt.

#### Solution:

- ❑ Go to **Tally** folder and open the **Tally.spl** file. This file provides the information of the voucher number and the date that is causing the problem. Make a note of the same and follow the steps given below:
- ❑ Go to **Gateway of Tally > Daybook** and specify the period.
- ❑ Select the particular voucher and re-accept the voucher or delete the same and re-enter the voucher.

### Summary

On completion of this lesson, you have learnt

- ❑ To identify the most common Data related errors.
- ❑ How to resolve the data related errors.

## Lesson 4: Email Errors

### Lesson Objectives

At the end of this lesson you will be able to:

- ❑ Identify the errors which can occur in Tally while sending emails.
- ❑ Learn to troubleshoot the email errors.

### 4.1 Emailing issues

You may encounter some errors while E-mailing the reports, Invoices forms from Tally due to one of the following reasons:

- ❑ Incorrect settings/details in Tally while sending Email.
- ❑ Problem with Email server.
- ❑ Problem with Internet Connection.

#### Error message/Code:

***'Could not handshake with e-mail server' when sending mail from Tally***

#### Reason:

This error can happen when Tally is not able to establish and maintain Internet connection with the Email server.

#### Solution:

To resolve the handshake problem:

##### Step 1:

Find the Host name of your computer and make sure that the Host Name does not have any special character(s).

1. Go to **Command prompt**
2. Type **<hostname>**
3. Press **Enter**
4. If the hostname has any special character(s) like: **\_**, **'**, **-**, **#**, etc., remove them from the host name.

- Right Click on **My Computer** icon on Desktop
- Click on **Properties**
- Select **Computer Name** Tab
- Click on **Change** button and delete the special characters.

### Step 2:

1. Go to **Start > Run**
2. Type the command **<telnet SMTPServerName/IP Address 25>**
3. Press **Enter**
4. If the Telnet connection is established then (a message is displayed that the e-mail server is connected) go to **Step 3**
5. If the message confirming the establishment of the connection is not displayed, check the SMTP server name or the SMTP IP address and repeat **Step 2**.
6. If you are not able to establish a connection with the SMTP server, contact your ISP.

### Step 3:

Check the response from the e-mail server

1. Type the command in the telnet window **<HELO hostname>**
2. Press **Enter**
3. If the server displays a message like **Welcome** or **Pleased to meet you**, with your hostname, it means that the e-mail server is working fine. You can now send e-mails from Tally.
4. If the server displays **Syntactically HELO argument(s)**, make sure all special characters are removed from host name and repeat the whole process.

## 4.1.1 Checking E-mail connectivity of Tally to send e-mails

### Tally E-mailing Technology

***E-mail server specified in Tally refers to SMTP (Simple Mail Transfer Protocol) server of Internet Service Provider (ISP).***

First it attempts to open the SMTP server with the default port of 25 and tries to communicate with the SMTP server. If the SMTP server responds, then Tally will be able to send the e-mail to the respective addresses.

### ***Flow of E-mailing in Tally:***

***Tally [Email] > IP HOST > SMTP Server > Delivers to recipient***

Through the Telnet service, the user can find out whether the SMTP server is responding.

### ***Process to find out whether the SMTP server is responding:***

To open the SMTP server:

1. In Windows 2000 and above, go to **command prompt (Start > Run > cmd > press Enter)**. The DOS prompt opens.
2. Now type **telnet <SMTP server name or IP address> 25** and press **Enter**. By default, Tally will pick up only port 25.

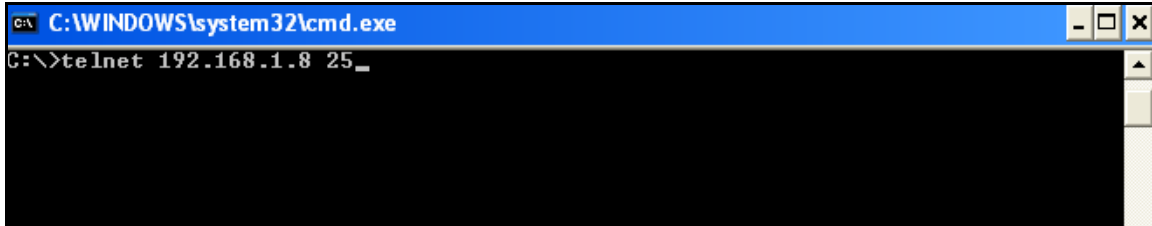


Figure 4.1 Connecting to Server

3. When telnet is opened it will show that the SMTP server is ready.

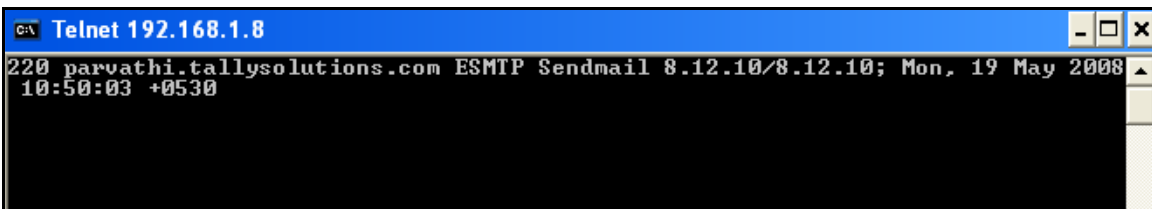


Figure 4.2 Server Prompt — after connection

4. If telnet shows an error messages like **Could not open connection to the host**, then there is a problem in the SMTP server.

Sending a response to the SMTP server:

1. Get the computer name of the machine. To get the computer name, type **hostname** in the command prompt and press **Enter**.

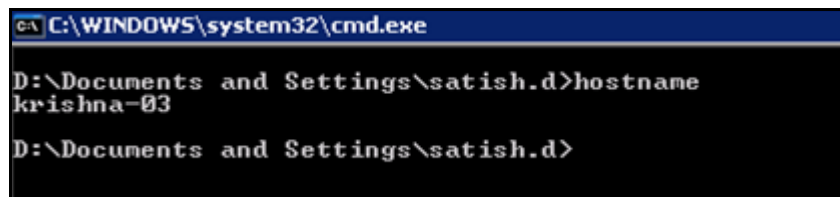
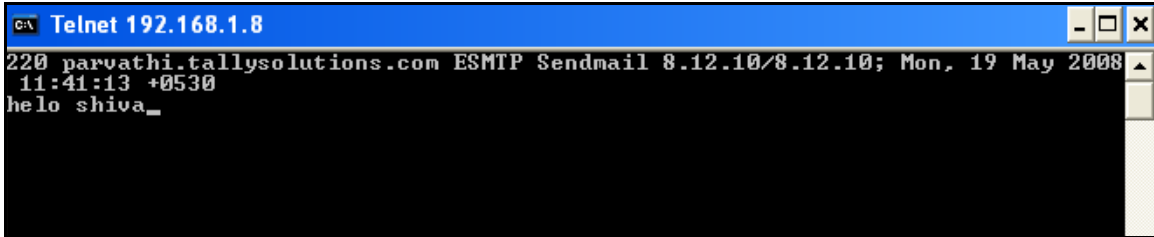


Figure 4.3 Checking client's machine name

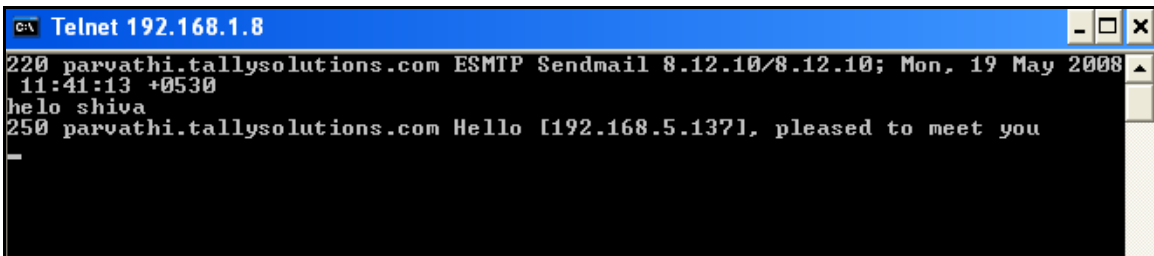
2. Then, open the Telnet service and type **helo Shiva**. **Shiva** is the client's Machine name



```
C:\ Telnet 192.168.1.8
220 parvathi.tallysolutions.com ESMTP Sendmail 8.12.10/8.12.10; Mon, 19 May 2008
11:41:13 +0530
helo shiva_
```

Figure 4.4 Communicating the client's machine name to the server

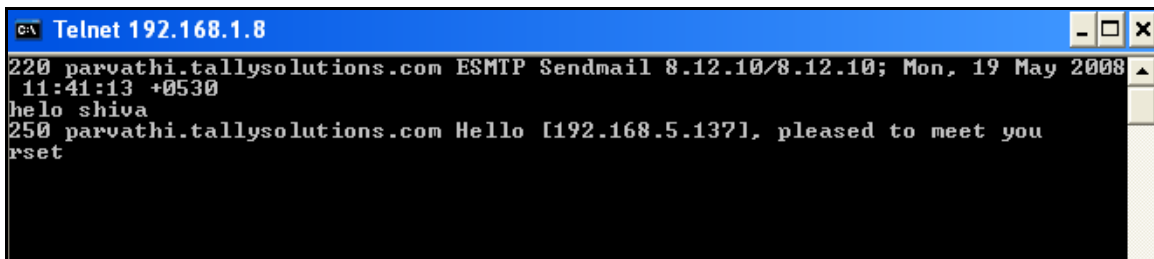
3. The SMTP server responds to the hello argument as shown.



```
C:\ Telnet 192.168.1.8
220 parvathi.tallysolutions.com ESMTP Sendmail 8.12.10/8.12.10; Mon, 19 May 2008
11:41:13 +0530
helo shiva
250 parvathi.tallysolutions.com Hello [192.168.5.137], pleased to meet you
-
```

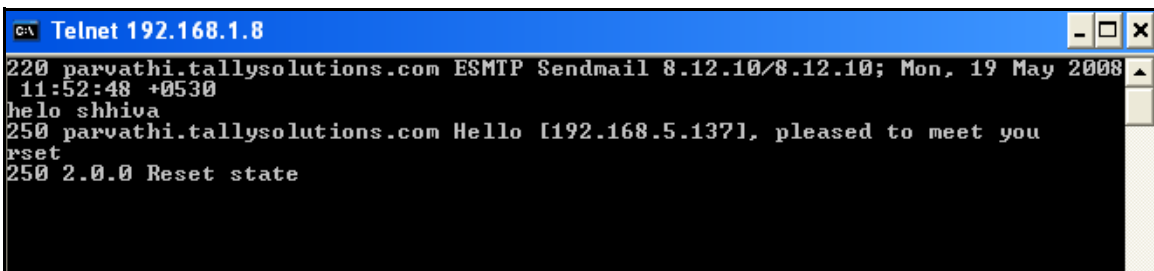
Figure 4.5 Server responds to the communication

4. If it displays the error message 501, then there may be some problem in the mail server
5. Type the command **RSET** for resetting



```
C:\ Telnet 192.168.1.8
220 parvathi.tallysolutions.com ESMTP Sendmail 8.12.10/8.12.10; Mon, 19 May 2008
11:41:13 +0530
helo shiva
250 parvathi.tallysolutions.com Hello [192.168.5.137], pleased to meet you
rset
```

Figure 4.6 Command for resetting



```
C:\ Telnet 192.168.1.8
220 parvathi.tallysolutions.com ESMTP Sendmail 8.12.10/8.12.10; Mon, 19 May 2008
11:52:48 +0530
helo shhiva
250 parvathi.tallysolutions.com Hello [192.168.5.137], pleased to meet you
rset
250 2.0.0 Reset state
```

Figure 4.7 Reset state

6. Type the command **MAIL FROM:< >** to validate **From address**

```

C:\ Telnet 192.168.1.8
220 parvathi.tallysolutions.com ESMTP Sendmail 8.12.10/8.12.10; Mon, 19 May 2008
12:18:23 +0530
helo shiva
250 parvathi.tallysolutions.com Hello [192.168.5.137], pleased to meet you
rset
250 2.0.0 Reset state
mail from:<training@tallysolutions.com>_

```

Figure 4.8 Validating **From Address**

```

C:\ Telnet 192.168.1.8
220 parvathi.tallysolutions.com ESMTP Sendmail 8.12.10/8.12.10; Mon, 19 May 2008
12:15:11 +0530
helo shiva
250 parvathi.tallysolutions.com Hello [192.168.5.137], pleased to meet you
rset
250 2.0.0 Reset state
mail from:<training@tallysolutions.com>
250 2.1.0 <training@tallysolutions.com>... Sender ok

```

Figure 4.9 Server approves **From Address**

7. Type the command **RCPT TO:< >** to validate **To address**

```

C:\ Telnet 192.168.1.8
220 parvathi.tallysolutions.com ESMTP Sendmail 8.12.10/8.12.10; Mon, 19 May 2008
12:29:41 +0530
helo shiva
250 parvathi.tallysolutions.com Hello [192.168.5.137], pleased to meet you
rset
250 2.0.0 Reset state
mail from:<training@tallysolutions.com>
250 2.1.0 <training@tallysolutions.com>... Sender ok
rcpt to:<training@tallysolutions.com>
250 2.1.5 <training@tallysolutions.com>... Recipient ok

```

Figure 4.10 Validating **To Address**

```

C:\ Telnet 192.168.1.8
220 parvathi.tallysolutions.com ESMTP Sendmail 8.12.10/8.12.10; Mon, 19 May 2008
12:29:41 +0530
helo shiva
250 parvathi.tallysolutions.com Hello [192.168.5.137], pleased to meet you
rset
250 2.0.0 Reset state
mail from:<training@tallysolutions.com>
250 2.1.0 <training@tallysolutions.com>... Sender ok
rcpt to:<training@tallysolutions.com>
250 2.1.5 <training@tallysolutions.com>... Recipient ok

```

Figure 4.11 Server approves **To Address**

8. Once **To address** is validated, it is possible to send a mail from Tally using the name of that mail server.

### Summary

On completion of this lesson, you have learnt

- To identify the errors which can occur in Tally while sending emails.
- To troubleshoot the email errors.

## Lesson 5: Data Synchronization Errors

### Lesson Objectives

At the end of this lesson you will be able to:

- ❑ Resolve Sync Errors when using IP address
- ❑ Resolve Sync errors while using Tally Link .

Data Synchronization is used by the companies which operates from more than one location to consolidate data at a centralized place using the Internet. Since this process involves Data of multiple companies running at different locations utmost care should be taken to avoid errors due to :

- ❑ Faulty Internet Connection.
- ❑ slow Internet connection.
- ❑ mismatch of company. If the relevant company is not open/loaded in Tally at the time of Sync.

### 5.1 Error Messages when Tally Link is used for Synchronization:

#### 5.1.1 Error Messages on Server:

##### Error message/code:

***TallyLink Id <provided TallyLink Id> already exists. Choose a different TallyLink Id***

##### Reason:

This error occurs when you try to select a Link ID which is already registered by another user.

##### Solution:

Choose another Link Id to solve this issue.

### Error Message/Code:

**<LINEERROR> Could not set 'SVCurrentCompany' to <Client company></LINEERROR>**

Figure 5.1 Error Message - Company mismatch

### Reason:

This error occurs if the same company is not loaded on the Server and the Client for Synchronization.

### Solution:

Make sure that the same company is loaded on the server and client before starting the Synchronization. Or else, choose the company from Gateway of Tally on the Server.

### Error Message/Code:

**Invalid TallyLink Id <TallyLink Id> for Serial Number <serial number>**

Figure 5.2 Error Message - Invalid Tallylink ID

### Reason:

This error occurs if the Link ID specified on the server or Client is incorrect.

### Solution:

The Link Id should be the same every time, and is selected only when the connection to TallyLink Server is established for the first time. The Link ID cannot be changed later.

### Error Message/Code:

**An established connection with TallyLink Server was aborted. Disconnected from TallyLink Server at trb.tallysolutions.com Port <4000>**

Figure 5.3 Connection error between TallyLink and Server

### Reason:

This error can happen if the connectivity between the machine running Tally and the TallyLink Server is disrupted due to some network problem.

### Solution:

Check the Internet Connection and try the synchronization process again.

## 5.1.2 Errors On Client

### Error Message/Code:

**Target TallyLink Id <destination TallyLink Id>is not connected to TallyLink Server**

```

22 Target TallyLinkId 733020489 is not connected to TallyLink Server
23 Failed to Post to: http://:trb.tallysolutions.com/lds/gateway
24 Sync. End at 12:08:27
25 >
  
```

Figure 5.4 Error Message - Server not connected to TallyLink

### Reason:

This error can occur if the Server TallyLink Id that has been entered in the Client Rule is not connected to the TallyLink Server.

### Solution:

Check if the Server is connected to the Internet.

### Error Message/Code:

**Invalid TallyLink Id <TallyLink Id> for Serial Number <serial number>**

```

53 Invalid TallyLink Id (733020488) for Serial Number (733020489).
54 Failed to Post to: http://:trb.tallysolutions.com/lds/gateway
55 Sync. End at 12:19:37
56 >
  
```

Figure 5.5 Error Message

### Reason:

This error occurs if you specify incorrect tallyLink Id in the Sync Configuration settings.

### Solution:

Confirm in **F12:Configuration** if the TallyLink Id is given correctly.

**Error Message/Code:**

***Failed to Post to: http://:@trb.tallysolutions.com/lds/gateway***

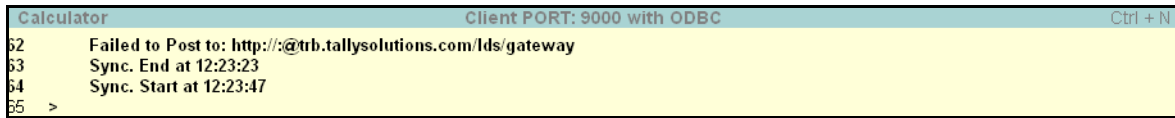


Figure 5.6 Connection Error between Server and Client

**Reason:**

This error occurs if the Tally Client is not able to access Tally Server.

**Solution:**

- ❑ Check connectivity.
- ❑ Check whether Tally Server is running. (open web browser and type <http://serveripaddress:tallyport/>. You should get an HTML/XML response.
- ❑ Connect the Tally server to Tally Link server and try synchronization again.

**Error Message/Code:**

***Version mismatch. Please upgrade Tally***

**Reason:**

This error occurs when there is a version mismatch, that is, the Client is using an older version of Tally, which is not supported by the TallyLink Server.

**Solution:**

Download the latest release and update the Tally Client. (Go to [www.tallysolutions.com](http://www.tallysolutions.com) and download the latest version of Tally.)

**Error Message/Code:**

***Your Synchronization Server is busy exchanging data with other client, please try later***

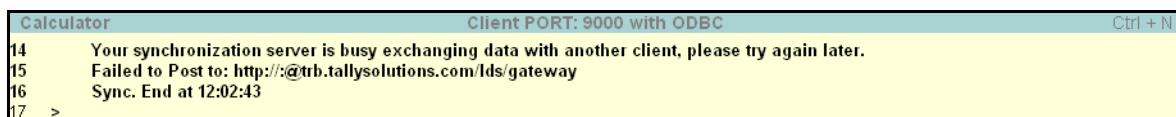


Figure 5.7 Error Message- Synchronization Server is busy

### Reason:

This issue can occur due to one of the following reasons:

- If the connection between the server and client goes off as the server is disconnected.
- If the Server is busy in exchanging data with other client.

### Solution:

Make sure that the server is connected to the Tally Link and try again.

### Error Message/Code:

*Invalid Tally Serial No <Serial No>,*

### Reason:

This error occurs if the version of Tally used does not have a valid serial number. This error can occur on both server and client.

### Solution:

You need to concat Tally Solutions to resolve this issue.

## 5.2 Error Messages when Direct IP is used for Synchronization:

### 5.2.1 Error Messages on Server:

### Error Message/Code:

*<LINEERROR> Could not set 'SVCurrentCompany' to <server company></LINEERROR>*

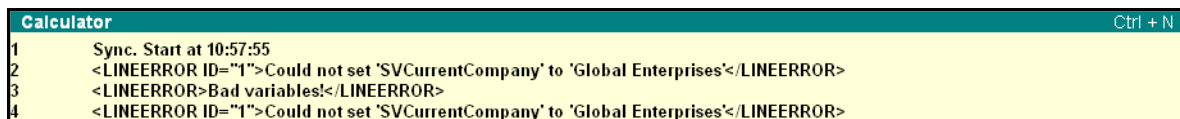


Figure 5.8 Error Message - Company Mismatch error

### Reason:

This occurs if the right company has not been chosen on the Server.

### Solution:

Choose the correct company from **Gateway of Tally** on the Server and try to synchronize the data again.

**Error Message/ Code:**

**Socket Error**

**Reason:**

This error occurs if Client connectivity is broken during synchronization process.

**Solution:**

Check connectivity and make sure that Tally Client is running.

**5.2.2 Error Messages on Client machine:**

**Error Message/Code:**

**Failed to Post to: http://ipaddress:tallyport/**

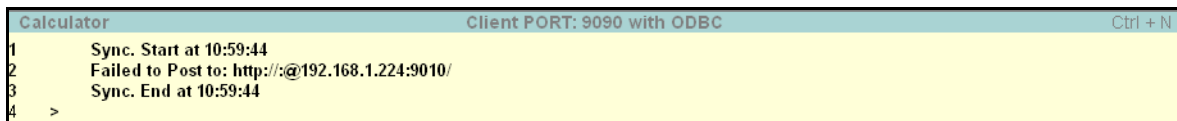


Figure 5.9 Error Message -Failed to Post

**Reason:**

This error occurs if the Tally Client is not able to access Tally Server.

**Solution:**

- ❑ Check connectivity.
- ❑ Check whether Tally Server is running. (open web browser and type http:// serveripaddress:tallyport/. You should get an HTML/XML response)

**Error Message/Code:**

**Tally Server reported possible problems during Sync**

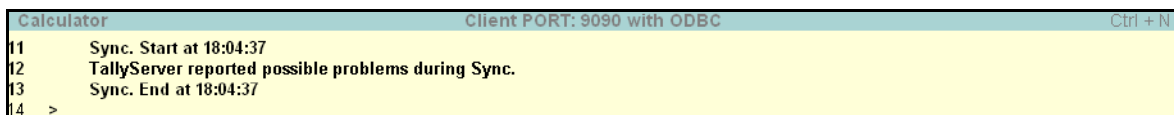


Figure 5.10 Error Message - Server reported problems during Sync

### Reason:

This error occurs if the connectivity is broken during synchronization between the Tally Server and Tally Client.

### Solution:

- ❑ Check connectivity.
- ❑ Check whether Tally Server is running. (open web browser and type `http:// serveripaddress:tallyport/`. You should get an HTML/XML response)



*Tally.imp file in the Tally folder will contain details of all the vouchers synchronized and also the errors (if any) which occurred while synchronizing.*

### Summary

On completion of this lesson, you have learnt

- ❑ To resolve Sync Errors when using IP address
- ❑ To resolve Sync errors while using Tally Link