

Accounting FAQs

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Q. When attempting to export sales data at *Accounting / Transfers / Export / Grower Sales Text File*, the following error occurs:

Error: 'count' must be non-negative. Parameter name: count. Agvance then shuts down. The data included in the file within Agvance has been reviewed, but the cause for this error has not been identified.

A. In this situation, it was identified that there were *vblf* linefeeds, which are not visible to human eyes, copied and pasted into the *IC Code* field along with the numeric characters at *Accounting / Setup / Locations* for the Location with sales data being exported. Re-keying the *IC Code* without using the copy/paste feature at *Accounting / Setup / Locations* for the Location with sales data being exported allowed the export to process successfully.

Q. While ending my month in Agvance, I received *Error 9 Subscript Out of Range*. Did the month end? What should I do?

A. In this case, notes were entered in the *Description* area of a Future Journal Entry and then the **Tab** key was pressed which inserted a tab in the *Description* instead of moving the focus to the next area of the screen. To fix this, the data must be restored to the image made prior to ending the year, the Journal Entry must be edited to remove the tab from the end of the *Description*, and then the month can be ended as usual.

Q. At the EOY screen, the White Box Message error 6 overflow displays.

A. In this instance, the error occurred because more than 32,000 records were returned that needed to be transferred to Field History.

To correct, transfer to Field History. As an alternative, although not recommended, the following query can be run to mark the Blend Tickets as transferred. This does not mark Delivery Tickets or Invoices as transferred, nor does it actually transfer the blends.

```
UPDATE blend SET trans2hist = 1 FROM blend INNER JOIN fldblend ON blend.ticket = fldblend.ticket WHERE (fldblend.ldblflag = 'L')
```

Q. The following error occurred while importing a CTM file:

File 'rrscom13.dbf' does not exist

A. This error can be caused by one of two issues:

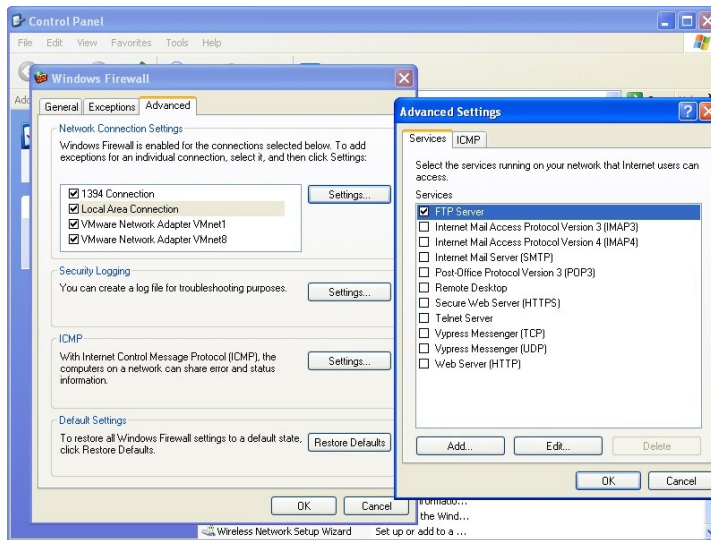
1. The *rrscom13* table does not exist in the Red River *Data* folder.
2. The path to the Red River data under the *rrconfig.exe* is incorrect or invalid.

Q. What is causing the following errors on the Grower Sales Text File for Data Dimensions and how can it be fixed?

simpleft error: Internetconnect error: Code 12031: The connection with the server was reset.

Internetconnect error 12111: The connection to the server was reset

A. This could be a Windows firewall issue. From the Control Panel select **System and Security** then choose **Windows Defender Firewall**. Choose *Advanced settings* from the left navigation panel and select the connection being used. Next, select **Settings** and, on the *Services* tab, check the *FTP Server* box. Choose **OK** to save.



After the User's IP address attempts so many times to access the Data Dimensions FTP server, the server blocks the IP from accessing it. The User's IP address must be given to Data Dimensions' IS department who can unblock it.

Even though this error message was displayed and the file was not sent via FTP, the file was created in the local folder specified on the *Setup* tab of the export so the Invoices were marked as transferred. To transfer them again, deselect the Invoices from the previous transfer and then the export can be run again.

Q. When I attempt to open my document stored in KwikTag, the web browser opens but then hangs up before the document displays. How can I display my documents stored in KwikTag?

A. When using the option to display KwikTag images in the web browser, add the *KwikTag URL*, found at *Hub / Setup / Company Preferences*, by selecting the **KwikTag Setup** button, as a trusted site on the Internet browser.

Note: If the URL is formatted as an IP address, add *http://* to the front of the IP address. For example, if 192.168.1.1 is entered as the URL address, enter *http://192.168.1.1* as the trusted site on the Internet browser.

Q. When attempting to print a SDS on the *Print Delivery Ticket Documents* window, it does not print. It can be printed from the *Product Safety* tab, but it will not print from the *Print Delivery Ticket Documents* window.

A. This error has occurred because the printer was not compatible with Agvance. After a different printer driver has been installed, printing the SDS from the *Print Delivery Ticket Documents* window will be available.

Q. The 'Error saving report set. 5 Unclosed quotation mark after the character string ', 0)'. Incorrect syntax near 'S' error displayed when saving a Report Set.

A. This error was caused by an apostrophe in the printer name. After editing the printer to remove the apostrophe from the printer name, the Report Set saves without error.

Q. When using the Meta Farms export, I received this error: *The statement has been terminated. Divide by zero error encountered.*

A. In this case, a product on one of the Invoices being exported had a *Unit Weight* set to 0 on the Product profile. To correct this issue, edit the Product and change the weight to 0 without the decimal (or to the correct *Unit Weight*).

Q. I am receiving the following error when running the Delivery Ticket Journal Report:

Error in formula Load Amt.

'// {DELTKJR>QUANT} / ToNumber ({DELTKJR.BILLDIV})

,

The string is non-numeric.

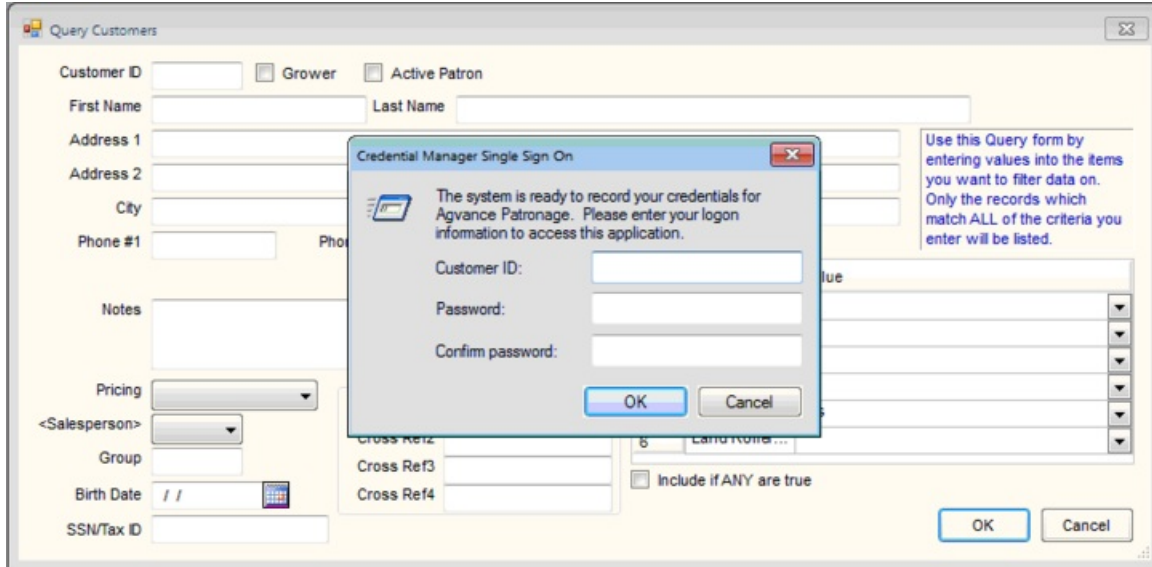
A. In this case, there was a Product with an invalid package size in the Product file (i.e. alpha character, extra decimal point or other invalid character). After editing the product to correct the package size, the report will run successfully.

Q. At the *Add a Bill* screen, after double-clicking in the *G/L Account* column to select the *G/L account*, the columns in the grid shift to the left, hiding the *G/L Account Number* column so that only the *Description* and the *Dollar Amount* columns are displayed. Why does this happen?

A. This is a display concern related to the Windows font size. In order for Agvance to be displayed properly, the Windows font size must be set to 100%. In order to adjust the Windows font size, follow these steps:

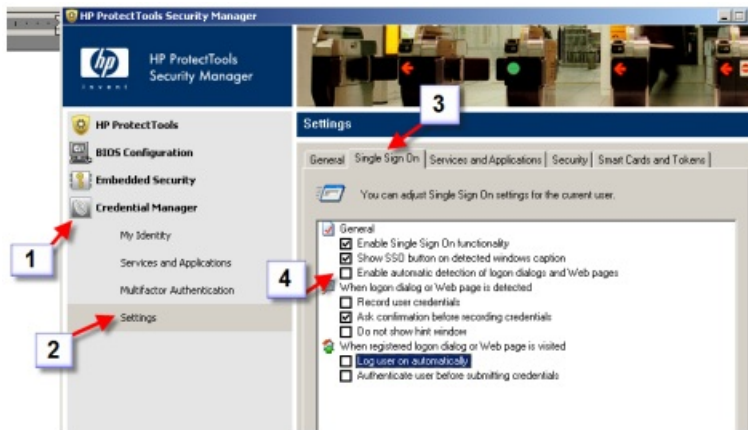
1. Log out of Agvance.
2. Right-click anywhere on the desktop.
3. Select **Screen Resolution**.
4. Choose the **Make text and other items larger or smaller** link.
5. Depending on the operating system, either slide the bar completely to the left (*Smaller*), or choose the radio button for 100%. Select **Apply**.

Q. While trying to use the customer filter on a customer report (*Accounting Reports / A/R / Customers*), a box popped up that said *The system is ready to record your credentials for Agvance Patronage. Please enter your logon information to access this application.* The name of the window is *Credential Manager Single Sign On*.



A. This error is caused by the Credentials Manager, disable it by following the following steps:

1. From the Control Panel, select *Security Center / ProtectTools Security Manager*.
2. On the *Security Manager* window, go to *Credential Manager / Settings* and select the *Single Sign On* tab. Uncheck the *Enable Automatic Detection of Logon Dialogs and Webpages* checkbox.



Q. When printing labels with the HP 4250 printer using Avery 5160 labels, the labels print about 1/8" to the left of the label.

A. This is a known issue when using the HP 4250 printer to print on their Avery 5160 labels. Avery has released a new template on their website for Word or WordPerfect that can be downloaded as a work around with Customer labels. Download this template and export the labels into Word.

Note: This work around does not work for barcode labels. Installing the 4200 PS driver on the HP 4250 will allow labels to print correctly.

Q. The following error was received when saving an inventory adjustment: *Error: Procedure call or argument is not valid.*

A. In this case, an Inventory Adjustment was started and Products were selected. With the *Inventory Adjustment* screen still open, one of the Product IDs (for a Product that had been selected on the Inventory Adjustment) was changed at *File / Open / Products* and saved. When the Inventory Adjustment was then saved (without reselecting the Product), the error occurred.

Q. The following message displays while ending the year: *Profit Center XX has an invalid account ID. What needs done to fix this issue so the year can be ended?*

A. This message is an indication the referenced Profit Center has no retained earnings GL Account selected. To correct, edit the Profit Center at *Accounting / Setup / Profit Centers*, select a valid retained earnings account, and choose **Save**. Now the end of year process should continue as normal.

Q. Is there a manual or a master guide available that describes each Agvance database table/field? I was trying to write a query to pull some specific sales information and was unsure of what tables to include.

A. Currently, this information is not available in a user-friendly format. Where sales are concerned, there are several issues to consider when writing a query. Invoice situations such as splits, voids, reversals, sales tax, etc. all have to be considered in order for the query to be accurate.

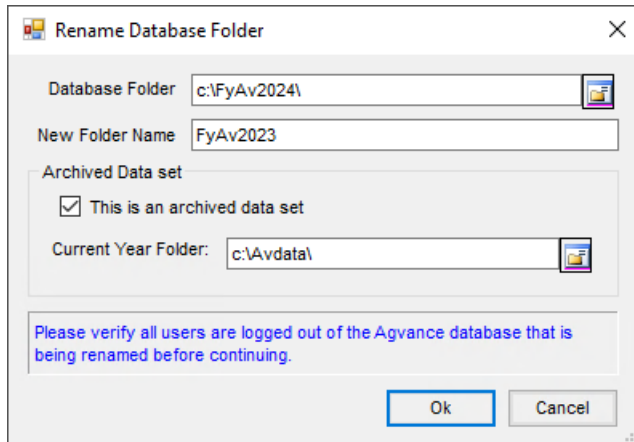
Most information can be either pulled from an existing report, or the report can be exported into another report format such as Excel and altered there. Some information may be queried by using the Queries function found at *Hub / Utilities / Queries*. This utility allows queries to be written based on information in a single database table. For specific questions when writing a query, please contact SSI Support to help find an existing report or to help with a query or suggest other alternatives.

Q. I ended my fiscal year with the current year chosen instead of last year. How do I fix this?

A. Start by going to *Start / Programs / Agvance / Agvance Utilities*.

1. Log onto the server where the data resides.
2. Select *Utilities / Rename Database Folder*.
3. Call SSI Support for the required password (authorization is required to receive this password).
4. Navigate to the folder for the data that needs renamed using the ... box. **Example:** C:\FyAv2024.
5. Type in the correct name for the data folder. **Example:** FYAv2023.

6. If this is an archived data set, select the checkbox then enter the current year data path.**Example:** C:\avdata.



Q. The following error occurred when printing a Purchase Receipt: *Error - Error in formula . 'numbervar denom;'* The string is non-numeric. How can this be corrected?

A. This error will occur when printing a Purchase Receipt containing a Product with no Package Size. The Purchase Receipt will save and update inventory properly but will not print. To resolve the issue, edit the Product(s) on the Purchase Receipt and make sure a Package Size has been entered. Reprint the Purchase Receipt.

Q. The following error message displayed while trying to end the fiscal month: *Invalid syntax near 's*. How can this be fixed?

A. It is important any error at the end of month is reported to SSI Support to troubleshoot the cause of the error. In most cases, if there is an error message ending the fiscal month, it is recommended the data be restored. This is important because the month has not been completely ended.

In this instance, the error was caused by an apostrophe in a Future Journal Entry. The data was restored, the apostrophe was identified and deleted, and the month was ended successfully.

Q. The following error message displayed while importing Invoices into Agvance from a Vertical Grain file. *Field 'Grower.GROWID' can't be a zero length string*. How can this be fixed?

A. In this case, a new Grower was in the file but, instead of his name, the file had *ALPHA* in that field. It is believed this is a problem on the Vertical side when the file is created. To correct the error, open the Vertical file (in Notepad, Word Pad or Word) and delete the line for the new Grower out of the transfer file. Manually add the new Grower into Agvance. The file should read in without error.

Q. The following error occurred while running a report with prior year data that has not been converted to the newest version (is one or more versions behind the current year dataset). *Error 2147467259 - Invalid connection string attribute*. How can this be corrected?

A. Convert the prior year data by exiting Agvance, selecting the prior year at the *AgvanceUser Login* screen, and logging into the prior year dataset. When the prior year has finished converting, the report should run successfully.

Q. When running the Gap Analysis report in the CRM module, the following error occurs: *Error: Key already exists Parameter name: Key*

A. If changing the case of a letter in the *Commodity ID*, such as editing the ID from *corn* to *Corn* and then saving, Agvance does not recognize this as a true change. The error is then caused because Agvance thinks there is now a duplicate for that *Commodity ID* in the Settlement. A workaround for this issue is to change the *Commodity ID* to something other than the existing name, such as *Corn1*, and then save the Commodity. The Commodity may then be edited again and the *Commodity ID* saved as *Corn* because Agvance no longer sees a duplicate existing *Commodity ID* of *corn*.

Q. When I export my statements to PDF I am receiving the following error: *Failed to retrieve data from the database. Failed to retrieve data from the database. Failed to export the report. Error in File statmain {9C9E5AED-FD40-48FE-9F34-8392DDC0E91B}.rpt: Failed to retrieve data from the database.*

A. This error may be caused by the logo being printed on the Statements. Crystal Reports can only handle jpg files in RGB mode. To learn more about CMYK and RGB files, select this link <https://www.sombrasblancasdesign.com/know-your-files-a-quick-guide-to-jpg-png-rgb-cmyk-and-all-that-jazz/>.

If the image is in CMYK mode, it can be converted to RGB using the following website <https://www.cmyk2rgb.com/>.

Q. The following error occurred when trying to run the Gross Sales report: *Error 3315 - Field GSalesYPre.ProdDesc can't be a zero-length string.* How can this be fixed?

A. The error is caused by blank Product Names. The easiest way to find these is to run a simple query at *Hub / Utilities / Queries*. Paste the query below into the bottom of the screen and choose **Show Results**. All blank Product Names should be at the top of the list. Edit the Products, fill in the *Product Name*, then the report should run without error.

```
SELECT PRODUCT.DEPARTID AS [PRODUCT DEPARTID], PRODUCT.PRODID AS [PRODUCT PRODID],  
PRODUCT.PRODNAME AS [PRODUCT PRODNAME] FROM PRODUCT ORDER BY PRODUCT.PRODNAME
```

Q. The following error displayed while posting checks or memo checks at the *Pay Bills* screen: *Error - 21472178233 (800040e57) - Arithmetic overflow error converting expression.* How can this be corrected?

A. This error will occur if there are more than 10 characters in the check number. The check number is the number entered at *Starting Check #* at the *Pay Bills* screen. All posting occurs, but the A/P Disbursement record is not created. This means that the check will not be included on the Cash Disbursement report. Reach out to SSI Support

for assistance with this error.

Q. The following error occurred while printing pre-check run at A/P / Pay Bills: Error 11 Division by Zero. The error does not seem to be related to number of bills, vendor, or any other specific information. How can this be fixed?

A. In this instance, the printer was an unsupported printer (Lexmark E210). To fix the problem, some adjustments were made to the printer driver. Spooling was turned off and changed to *print directly to printer*. This seemed to address the error message.

Q. The following error occurred when running the Definable Gross Margin report with the prior year database selected: Run Time Error 3031: Not a valid Password. How can this be fixed?

A. The database password from the prior year database needs removed. The report should then run across years.

Q. When entering adjusting Journal Entries into a prior year dataset and answering Yes to post those entries in the current year beginning balances, an error message stating *Transaction cannot be posted to current year because this transaction is using a GL account that doesn't exist in the current year. This transaction WILL be posted in an archived dataset.* displays. All the accounts in the Journal Entries exist in both years. Why does this error display and how can it be fixed?

A. In this case, the Retained Earnings account at *Accounting / Setup / Preferences* on the G/L tab was set to an account that no longer existed in the data. When any expense or income account is used in a prior year adjusting Journal Entry, Agvance will post those entries into the beginning year Retained Earnings account balance for the current year. It will not post into the current year income and expense accounts. Because the Retained Earnings account did not exist in either dataset, the message given by the program was correct.

No adjusting Journal Entry using income or expense accounts will post forward until a Retained Earnings account exists in the current year. The number must match the account number set at *Accounting / Setup / Preferences* on the G/L tab in the prior year dataset. If it is not already set here, the account must be added in the prior year as well and selected at the above path.