

Document Management crashes when using a scanner as the source.



Products

Sage 300 CRE

Description

- 14.1 Document Management Hotfix 1
- 14.1 Scan issue
- Scanning error in Document Management version 14.1
- Sage has stopped working

In version 14.1, when creating a batch in DM with the scanner as the source the application will crash with the following error:

E-277.24

From the Event Viewer, you may see:

Faulting module MFC42u.dll

Disclaimer

Operating System Warning

This solution requires advanced knowledge of your computer's operating system. Contact your system administrator for assistance. Modifying your Windows Registry incorrectly can severely affect system operations. Sage is not responsible for operation issues caused by incorrectly modifying your Windows Registry. Always create a backup of your data before proceeding with advanced solutions.

Cause

The cause of the issue is unknown at this time, but is related either to a Windows update or a Scanner driver update.

Resolution

1. Close any Sage 300 Construction and Real Estate applications, including the Sage Desktop.
2. Download the zip file in the Attachments section below and extract it to a location that is accessible to the Server and Workstations.
3. Determine the location of the **Shared** directory in your install. The default location on a 64 bit system is C:\Program Files (x86)\Timberline Office\Shared.
 - If you are unsure of the location of this file you can look in the registry under: **HKEY_LOCAL_MACHINE\SOFTWAREWow6432Node\Timberline\General** and look for the **Shared Directory**. The String Value will

display the path.

4. Make a back up of the **Shared** directory.
 - o A Copy and paste will be sufficient.
5. Unzip the files you downloaded from Step 1 and copy them into the shared directory, making sure to overwrite the existing files with the three new files.

This process must be completed on all workstations, terminal servers, and the Server which houses the Sage 300 Construction and Real Estate applications.

Category

Download and installation

Entitlement

Open

Defect ID

538248

Attachments

[14.1.0 DM Hotfix 1.zip](#)

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