

Deleting an Agent's Registry Editor Key

Outline:

This article explains how to delete an Agent's Registry Editor Key.

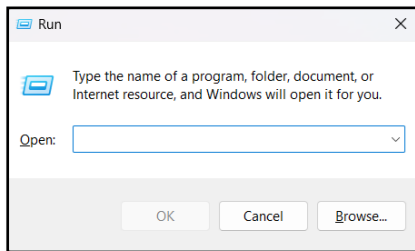
This is a solution to resolve incorrect or missing screen information, or error messages observed on one or more screens, reports, etc.

Solution

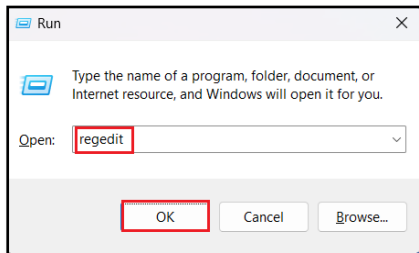
Apply the following steps that explain how to achieve the above outcome:

Phase 1:

1. Close all Evolution companies on the specific PC where this problem occurs (not just minimised).
2. Press the Windows and R keys on your keyboard to open the Run command screen.



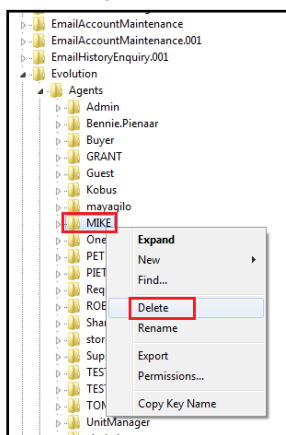
3. Insert the text: regedit and click OK.



4. In the Registry Editor, go to:
HKEY_CURRENT_USER\Software\Softline\Evolution\Agents*XXX*

XXX above depends on the specific relevant agent's name that encounters the problem on the local PC.

5. Right-click on the *XXX* object on the left and delete it.
For example:



Deleting Sage 200 Evolution Agent's Registry Editor Keys

6. In the Registry Editor, go to:
HKEY_CURRENT_USER\Software\Sage\Evolution\Agents*XXX*

7. Repeat Step 5 above.

8. Log back into the company with the same agent on the same local PC and test if the above error is resolved. If not, continue with [Phase 2](#):

If it's resolved, jump to [Phase 3](#) below.

Phase 2:

1. Repeat Steps 1 to 3 above.

2. In the Registry Editor, go to:
HKEY_CURRENT_USER\Software\Sage

3. Right-click on the **Sage** folder on the left and delete it.

3. In the Registry Editor, go to:
HKEY_CURRENT_USER\Software\Softline

4. Right-click on the **Softline** folder on the left and delete it.

5. Continue with Phase 3 below.

Phase 3:

If you applied the steps in Phase 2 above, you now need to relocate the company/ies on the Evolution log-on screen first.

In addition, applying both Phases 1 and 2 leads to the relevant agent (on the local PC) losing the following aspects within the Evolution company:

- All the **customised grid settings** on the local PC. However, the agent can easily re-customise it again.
- The **selection** of specific (customised) layouts of source documents and reports on the various layout selection screens on the local PC.
Therefore, the agent should manually reselect the specific customised layouts in the various modules.

No customised layouts will be deleted at all.

It's only the specific **selections** of the standard or customised layouts on all the various **Layout Options** screens across the company that will be removed.

For example, on the **Invoice Print Options | Layout Options** screen, the new default currently selected layout below will revert to the top-of-the-list layout below (Invoice A4).

Therefore, the agent needs to re-select the correct, relevant layout (e.g. Invoice New) after deleting the Registry Editor Key (see the example below).

Document

Options

Layout Options

Printer Options

E-mail

Invoice Print Options

Layouts in Common Database "SAGPTAWS4RM7WC2\MSQLSERVER.2014\SageCommon: Layouts of type "Invoice"

Selected	Layout Name
☐	Invoice (A4)
☐	Invoice Generic (Laser,A4)
☐	Invoice Generic (Cont,216x216)
☐	Invoice A (Cont,216x216)
☐	Invoice B (Cont,216x216)
☐	Invoice (A4) Exd
☐	Invoice Generic (Laser,A4) Exd
☐	Invoice Generic (Cont,216x216) Exd
☐	Invoice PG-INL Generic (Laser,A4)
☐	Invoice PG-INL Generic (Laser,A4) Exd
☐	Invoice PG-IN Generic (Cont,216x216)
☐	Invoice PG-IN Generic (Cont,216x216) Exd
☐	Invoice (A4) Exd Insurance
☐	Invoice (A4) Malaysia
☐	Invoicefddasfas
☒	Invoice New

☐ Always use this Layout for this Company

Design Layout

Copy Layout

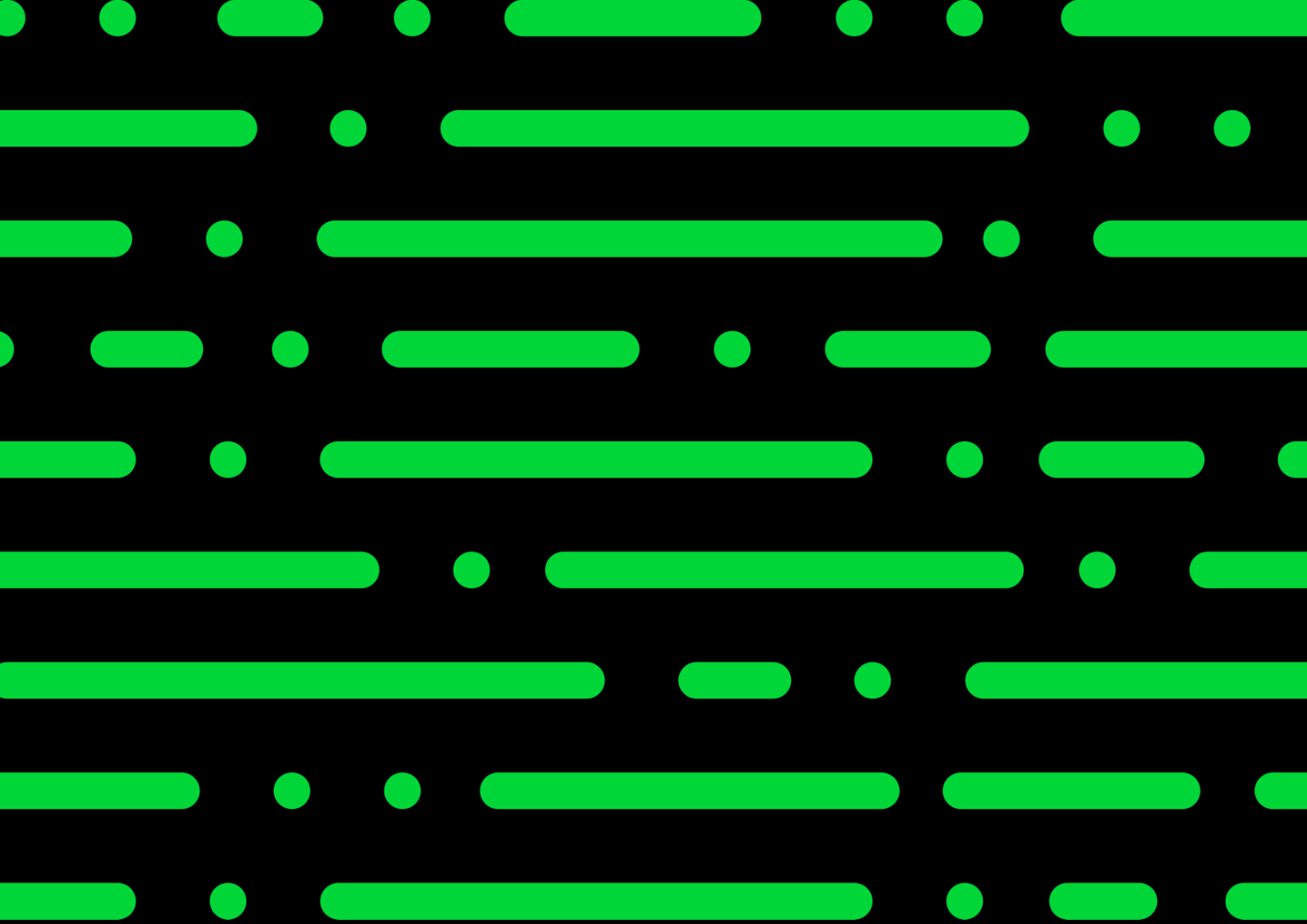
Delete Layout

Import Layout

Export Layout

Close

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