

How to Triage an Error 60 event in Sage 100

Products

Sage 100

Country

North America

Description

Error #60: Invalid control argument value
How to Triage an Error 60 event in Sage 100

Cause

An attempt was made to access or set an invalid property or apply an invalid value to a property normally associated with a **GRID** or **CHART**.

Resolution

Isolate the issue by the following:

Customized Panel

Use the *ESC command. If the error does not happen after using escape trapping then reset, restore or revert the panel to default.

Customized Grid

Reset the grid to default. If the grid cannot be reset, use Data File Display and Maintenance on SY_GridDefinition.M4T and remove all A and B level records associated with this user and/or company. Back up this file before editing this file as deleting the wrong records can cause further errors and require a file restore.

Worst case scenario, replace the SY_GridDefinition.M4T with a stock file from another install of the same version and product update.

Sage 100 or 3rd Party developer defect

Isolate if this issue is specific to users or companies first, if so the issue is in SY_GridDefinition.M4T. If not then test on a stock version of Sage 100 with the **same version and product update as the version reporting the issue using only demo data**. (Example Sage 100 Premium 2020 PU1, Sage 100 Standard 2021 PU3). If you return the same result then contact Sage 100 support and report the issue. Please include exacting steps to duplicate where possible.

If the above still occurs and there are modifications, replace the associate program folder with a stock folder (example Sales Order, rename and replace the SO folder) as well as rename the links folder. Contact the 3rd party developer if the issue no longer occur after the above is attempted (revert to the original files as stock files will disable the modification).

Category

Processing

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