

## List of tasks to be performed when you get the error 'Memory Access Violation' while loading/opening Tally 9:

### ***What is this document about?***

This document will guide you through step by step troubleshooting process when you get 'Memory Access Violation' in Tally9.

### ***What do I need to do?***

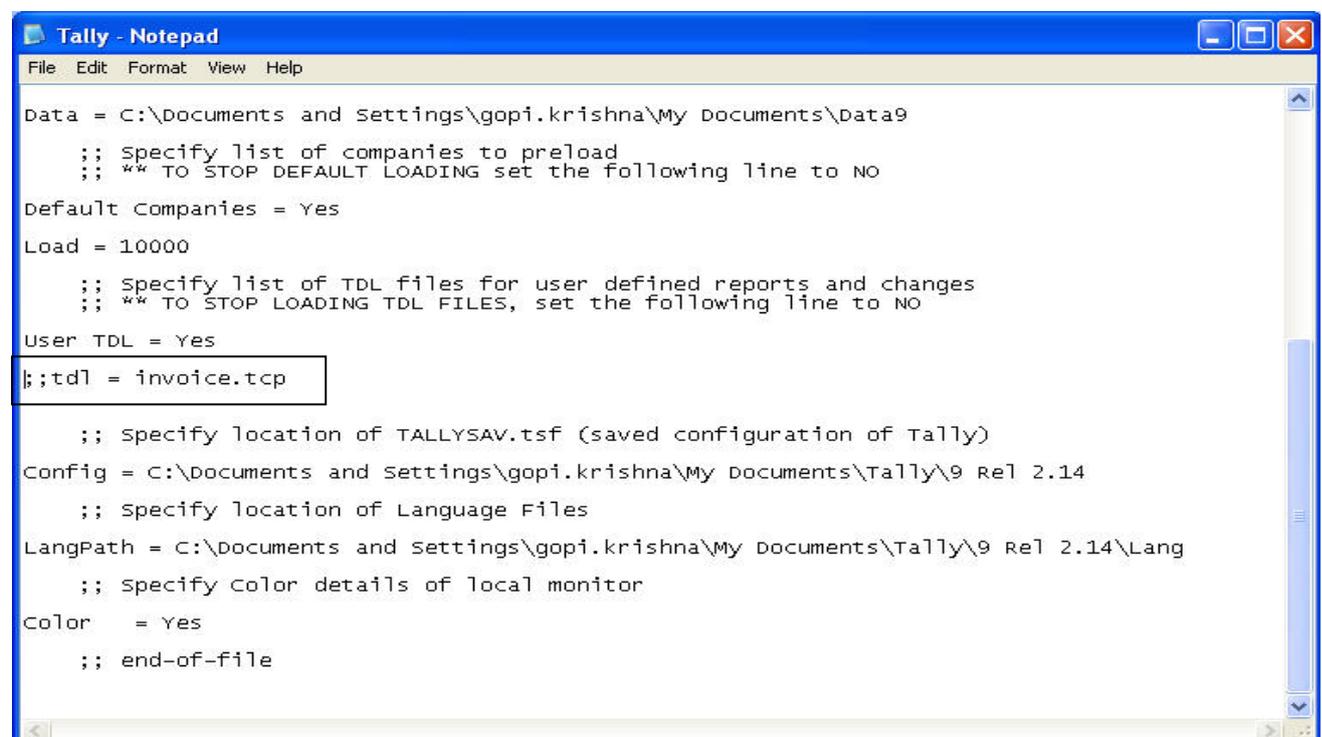
Check the following points on your computer

1. [Tally.ini File Settings](#)
2. [Delete Printer Drivers](#)
3. [Windows Resolution \(Display\) Settings](#)

### ***Detailed procedure for each task of the checklist***

#### **1. Tally.ini (Configuration) File Settings**

Go to Tally folder and open **Tally.ini** file.



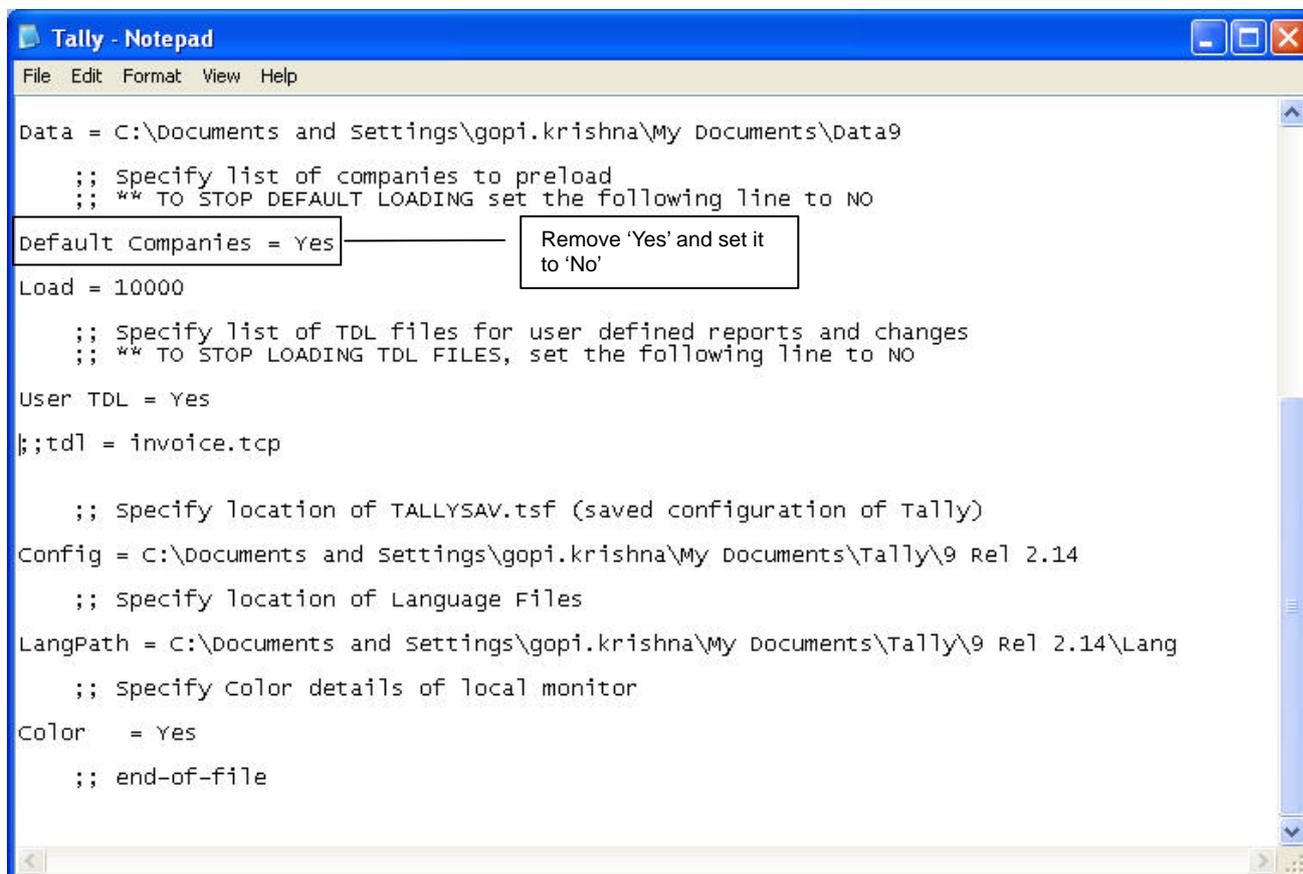
```
File Edit Format View Help
Data = C:\Documents and Settings\gopi.krishna\My Documents\Data9
    ;; Specify list of companies to preload
    ;; ** TO STOP DEFAULT LOADING set the following line to NO
Default Companies = Yes
Load = 10000
    ;; Specify list of TDL files for user defined reports and changes
    ;; ** TO STOP LOADING TDL FILES, set the following line to NO
User TDL = Yes
;;tdl = invoice.tcp
    ;; specify location of TALLYSAV.tsf (saved configuration of Tally)
Config = C:\Documents and Settings\gopi.krishna\My Documents\Tally\9 Rel 2.14
    ;; Specify location of Language Files
LangPath = C:\Documents and Settings\gopi.krishna\My Documents\Tally\9 Rel 2.14\Lang
    ;; Specify color details of local monitor
Color = Yes
    ;; end-of-file
```

Fig. 1

Disable any user-defined TDLs defined, for disabling you need to put two semi colons (;;) as shown above (Fig. 1). Now open Tally and check:

- If it opens without error, then contact the person who has given the TDL file for customization and ask him to rectify
- If it opens with the same error, then follow next check list.

Set **Default Companies** to **No** (Fig. 2) and save the file.



```
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;; Specify Color details of local monitor
Color = Yes
;; end-of-file
```

Fig 2

Now start Tally and check:

- If it opens without error, it indicates that the default company is corrupted. In such cases, please follow the steps mentioned below:
  - ❖ Take a backup of your company data by copying the data folder and pasting it on your desktop
  - ❖ Restore the earlier backup and continue
- If it opens with the same error, then follow the next check list.

## 2. Delete Printer Drivers

Go to **Start → Settings → Printers and Faxes**

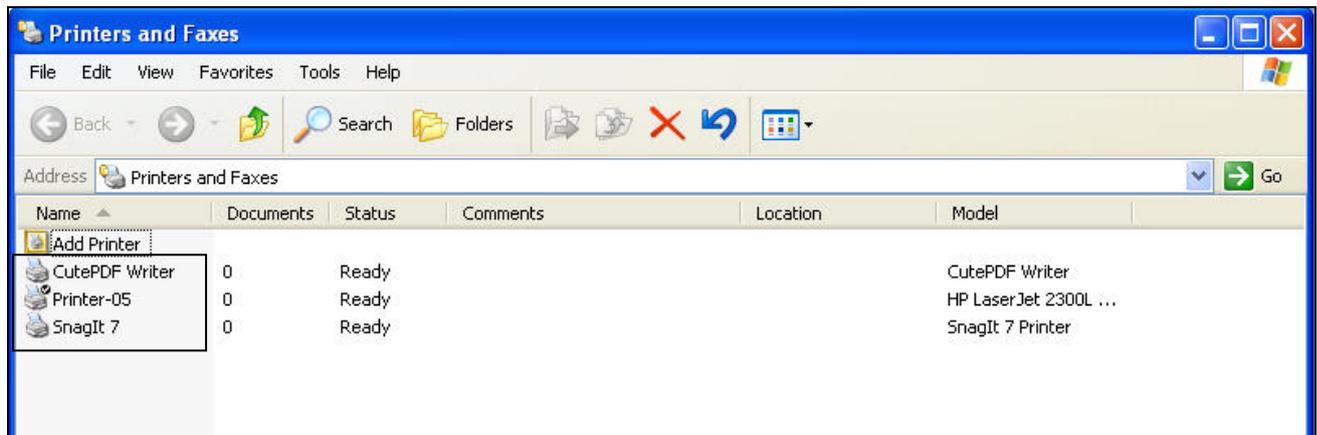


Fig 3

Delete the **Printer Drivers** (Fig. 3) available in the **Printer Panel** and execute Tally. Here you can delete printer drivers one by one and execute Tally and check, otherwise you can delete all of them at once.

- If this resolves the issue, you can then re-install the printer drivers.
- If not, then follow the next check list.

### 3. Windows Resolution (Display) Settings

Go to **Windows Display Properties** (Right click on Desktop → Properties → Settings) and set the following:

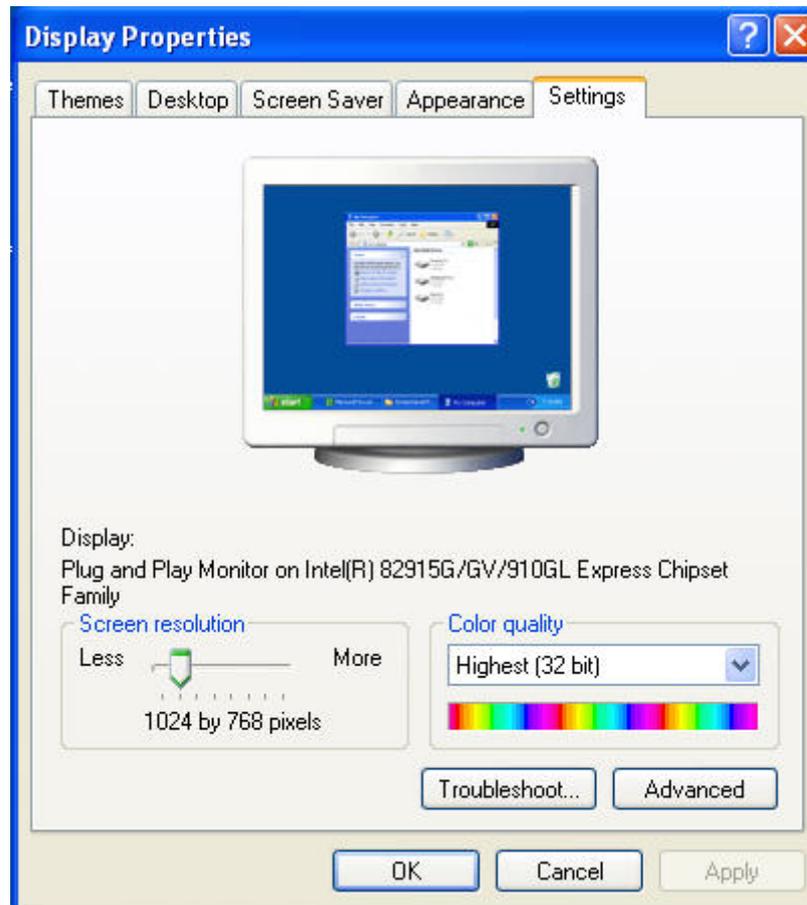


Fig. 4

- Windows 2000 and above versions:
  - ❖ Screen Resolution : 1024 by 768 pixels
  - ❖ Color Quality : Highest [32 bit]
- Windows 98:
  - ❖ Screen Resolution : 1024 by 768 pixels
  - ❖ Color Quality : 16 bit High Color
  - ❖ Font Size : Small Fonts

Accept the settings and restart the computer, then open Tally.