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**Known issues - E-MailPro**

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| --- | --- |
|  | ***Document EMail Pro Plugin -*** *Manual - Shop -* ***Licence*** *: Once-off - This Plugin is included in the osFinancials5 subscription.*  ***Documentation*** *: Help documentation* ***Online Help documentation*** *: Document email pro*  ***Translations*** *: Outstanding* |

**Access violations Plugin - E-MailPro**

***Access violation – Sudden Internet connection lost***

osFinancials 5.0.0.374

Replicated when we had a Load shedding and lost Wifi connection all of a sudden whilst busy with email pro processes

*Access violation at address 0F30F000 in module 'accounting.exe'. Read of address 0F30F000.*

***Replicated Access violation from the E-Mail Pro tab on Debtors account***

osFinancials 5.0.0.374

*Access violation at address 5005FD90 in module 'rtl260.bpl'. Read of address 0E5D7248.*

Copied a layout file (TRN\_3174 Document layout) from DOCUMENTS / DOCUMENTS to

D: \ osfinancials5 \ plug\_ins \ reports \ REPORTS\DEBTOR \ reports folder – Available for selection then selected and then produced the access violation error clicking on the Email pro screen.

The files in that folder is LANG\_906062 – Selected debtor label and LANG\_906065 – Selected debtor delivery label

***Access violation – UBL - With SQL UBL***

If the With SQL UBL is selected on the Settings tab of E-mail Pro access violation error:

*“Access violation at address 124D52F6 in module 'emailDll.tpd'. Read of address 00000000”*

UBL Setting (Not saving correctly) en – Defaults to nl

