

## Allied Financial Software Knowledgebase

### **Error "Object Reference Not Set to an Instance of an Object"**

Error when running the Preferred Mail Address Update "Object Reference Not Set to an Instance of an Object" This error is a generic error generated by Microsoft .NET (the framework that ACT! is built on).

We have identified that this error is present for users who directly open ACT! via the PAD file.

Instead, start ACT! using its own icon in the Start > Programs this should eliminate the issue. The ACT! icon should be directly pointing to `actsage.exe` for ACT! 2007+ and `act8.exe` for ACT! 2006.

Other causes of this error can arise from missing data in the database. For example, the 1MailUpdate field should include TRUE or FALSE for the check box. If the field is empty [NULL], an error can occur. You can use the ACT! menu feature Edit > Replace Field and choose 1MailUpdate and force a FALSE into all contacts or lookup those that you would like to be TRUE and enter TRUE for each and FALSE for those you do not want the Mail Update checked.

<http://kb.actforadvisors.com/questions.php?questionid=13>