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.



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:

Knowledge base

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

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

Tally - Notepad				
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 Remove 'Yes' and set it				
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 Sectings (gop1.krishna(My Documents (raily (9 ker 2.14				
;; Specity 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 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
- o If it opens with the same error, then follow the next check list.

2. Delete Printer Drivers

Go to Start → Settings → Printers and Faxes

🖏 Printers and Faxes	
File Edit View Favorites Tools Help	
🜀 Back - 🕥 - 🏂 🔎 Search 陵 Folders 🔯 🕉 🗙 🍫	.
Address 😪 Printers and Faxes	💌 🄁 Go
Name 🔺 Documents Status Comments	Location Model
Add Printer 0 Ready CutePDF Writer 0 Ready Printer-05 0 Ready SnagIt 7 0 Ready	CutePDF Writer HP LaserJet 2300L SnagIt 7 Printer

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.

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

3. Windows Resolution (Display) Settings

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

	Desktop	Screen Saver	Appearance	Settings	
			21		
			and Dense	0	
Display Plug as); od Plau Mon	itor on Intol(D) 0	20150 /01/ /01/	OGL Euproce Ch	viewet
Family	nu riay imor	iiloi on miei(n) o	Coloration	odi Express or	ilþset
Less		More	Highest	anty (32 bit)	~
	1024 by 7	68 pixels			
			Troublesh	oot Adv	/anced

Fig.	4
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• Windows 2000 and above versions:

Scree	en Resolution	:	1024 by 768	pixels
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- Color Quality : Highest [32 bit]
- Windows 98:Screen

Screen Resolution		1024 by 768 nixels
Scieen Resolution	•	1024 by 700 pixels

- Color Quality
- ✤ Font Size :
- : 16 bit High Color : Small Fonts

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