Index and Length Must Refer to a Location within the String

Cavallo Support - 2024-11-22 - Troubleshooting

If the following error is thrown when trying to open a customer in Customer Search: Index and length must refer to a location within the string. Parameter name: length, there is a corrupt grid layout.

Perform the following steps to resolve the error:

1. Close SalesPad
2. Navigate to C:\Users\(windows username)\AppData\Roaming\SalesPad, LLC\SalesPad Grid Layouts
3. Delete all files in the SalesPad Grid Layouts folder
4. Re-open SalesPad