SalesPad Desktop: Common Error Fixes

Jacob Beimers - 2025-10-22 - Troubleshooting

Overview

This article will cover error messages you may find in SalesPad Desktop and the steps you may take to resolve. This is a living document that will be periodically updated with more fix solutions.

If you need help resolving an issue, please contact our support team at Support@Cavallo.com.

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- Exception has been thrown by the target of an invocation
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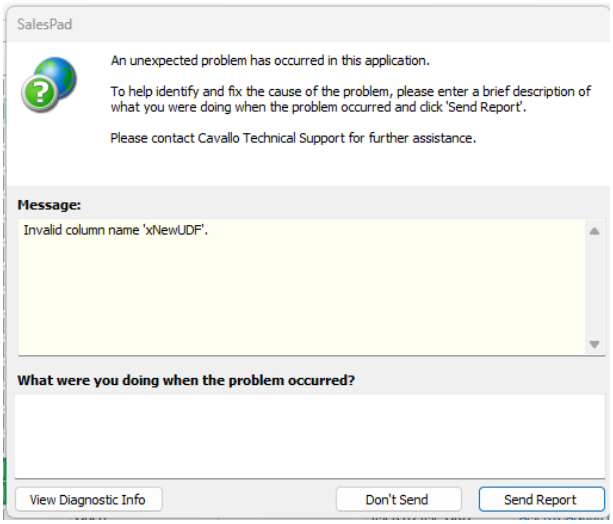
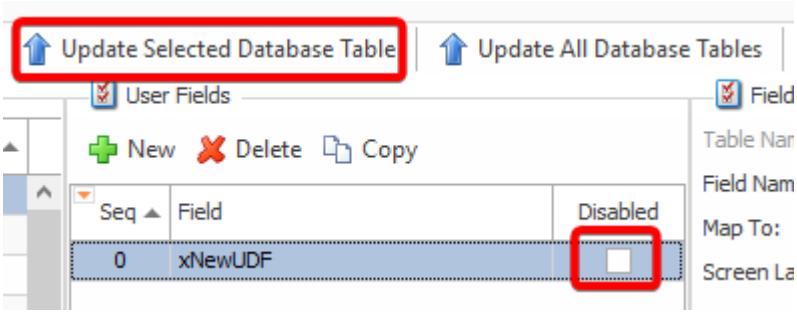
Invalid Column Name



- Most commonly this error occurs if the business object you're searching on or loading has a new User Defined Field setup but the process of updating the database table has not been completed. This error may be resolved one of two ways in the User Field Editor. Either you may disable the UDF referenced in the error or navigate to the UDF and click 'Update Database Table' at the top of the User Field Editor.



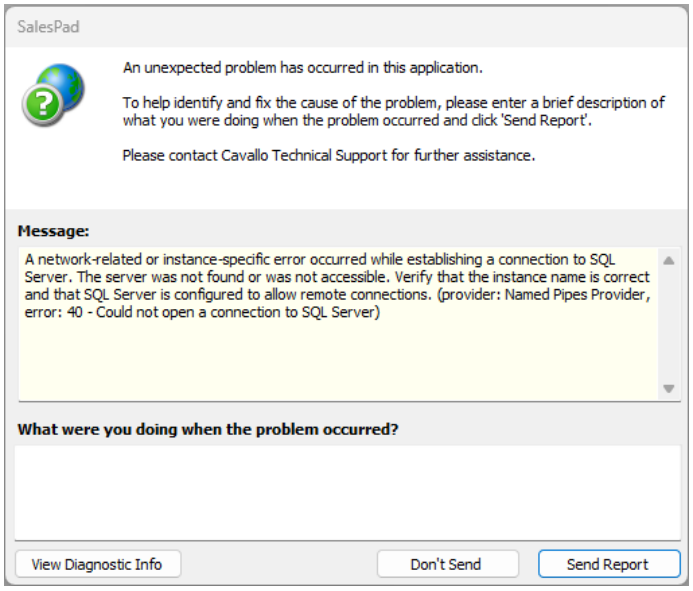
- This error may also occur if you're refreshing a Quick Report that contains an invalid query.

Exception has been thrown by the target of an invocation

This error often relates to scripting and if a function call such as an *sd.Save();* failed as part of that script. To see the true error message, we recommend wrapping such code in a Try Catch as seen in our example below. Please contact Support at Support@Cavallo.com if you need assistance.

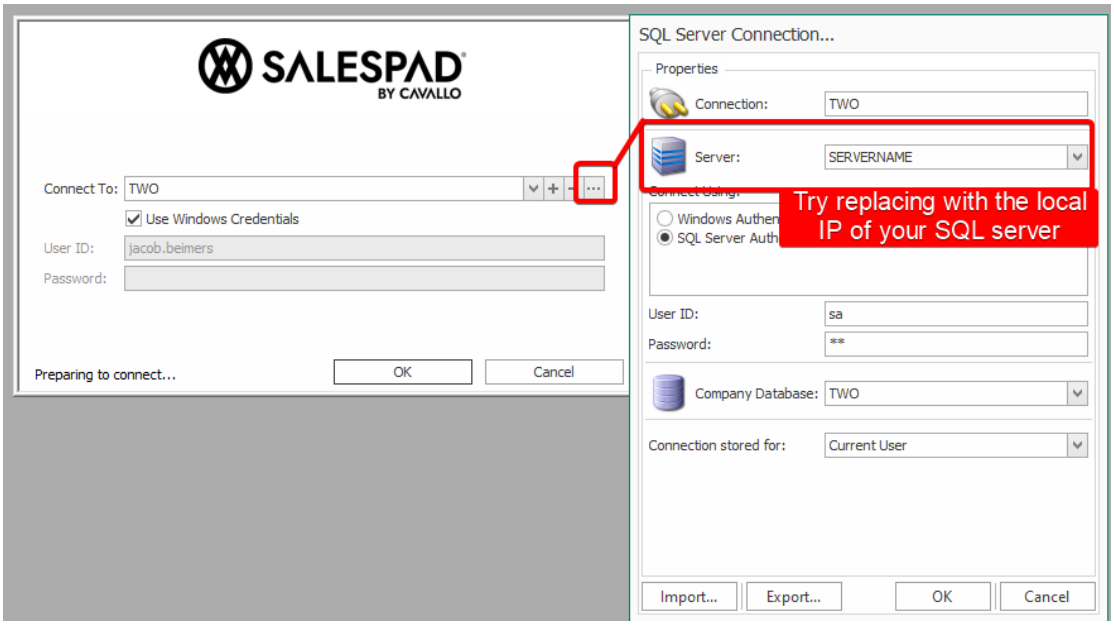
```
try

{

//failing code here

}

catch (Exception ex)

{

string error = SalesPad.Bus.Exceptions.ExceptionUtils.GetExceptions("", ex);

sd.Audit(error, "Error came from X script hook");

return error;

}
```

A network-related or instance-specific error occurred while establishing a connection to SQL Server.

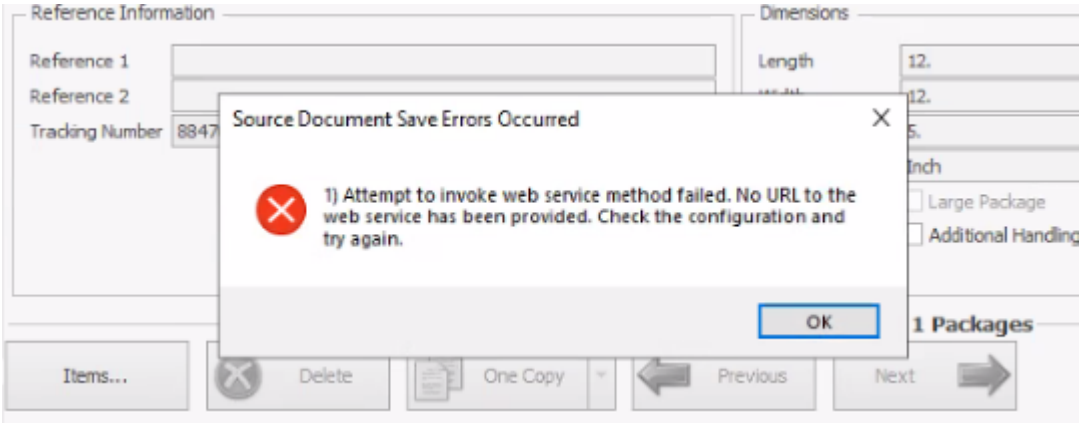


This error indications that SalesPad Desktop was unable to connect to your SQL Server. Possible fixes for this issue include:

- Ensuring that your SQL Server is online.
- Ensuring the *SQL SEVER (MSSQLSERVER)* Windows Service is still running on your SQL Server.
- Ensure that the SQL Server is accesible from the computer running SalesPad.
    - This may be tested by pinging the SQL server in Command Prompt.
    - If SalesPad is hosted on a terminal or remote app server, this server will be the computer that needs to be able to communicate with SQL.
- Confirm that SQL's port is open on your firewall per Microsoft's article here: https://learn.microsoft.com/en-us/sql/sql-server/install/configure-the-windows-firewall-to-allow-sql-server-access?view=sql-server-ver17
    - Default port is 1433.
    - Standard network troubleshooting will apply and vary based on 3rd party network applications in use.
- Sometimes we have seen this be a DNS issue where if your SQL Connection in SalesPad has a computer name set for your Server but your computer is not resolving the IP address correctly.
    - In your command prompt, you may try flushing your DNS by running the following command: *ipconfig /flushdns*
    - In your SQL Connection Connection, you may try replacing the Computer Name with the local IP address of the server.



"*Attempt to invoke web service method failed. No URL to the web service has been provided. Check the configuration and try again.*" when finishing a shipment in ShipCenter



This error occurs as a result of a change in how the Avatax service is being accessed in SalesPad 5.6.3 and above.

- If you see this error and have ShipCenter version 1.3.0.5 or older, as well as SalesPad 5.6.3 or higher, please contact support to discuss getting a hot fix.