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## SalesPad Desktop: Common Error Fixes

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### 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](mailto:Support@Cavallo.com).

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### Invalid Column Name

SalesPad

An unexpected problem has occurred in this application.

To help identify and fix the cause of the problem, please enter a brief description of what you were doing when the problem occurred and click 'Send Report'.

Please contact Cavallo Technical Support for further assistance.

**Message:**

Invalid column name 'xNewUDF'.

What were you doing when the problem occurred?

View Diagnostic Info   Don't Send   Send Report

- 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.

Update Selected Database Table   Update All Database Tables

User Fields   Field

+ New   X Delete   Copy

Seq	Field	Disabled
0	xNewUDF	<input type="checkbox"/>

Table Nar  
Field Nam  
Map To:  
Screen La

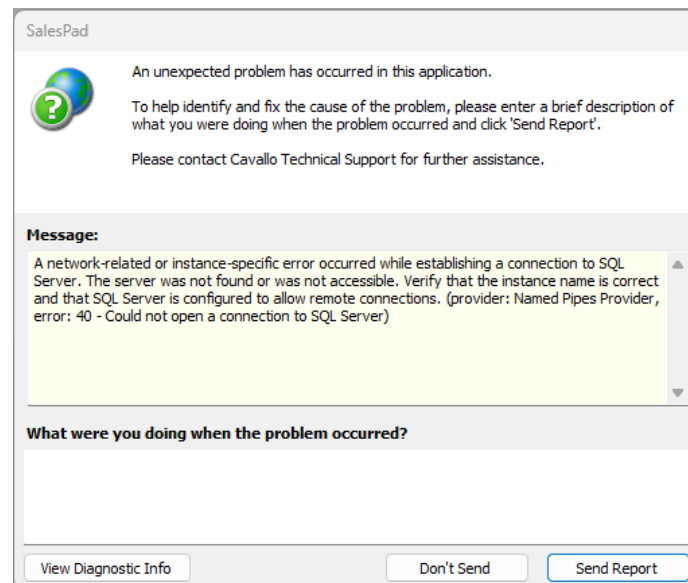
- This error may also occur if you're refreshing a Quick Report that contains an invalid query.

### 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](mailto: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 indicates 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 accessible 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.

