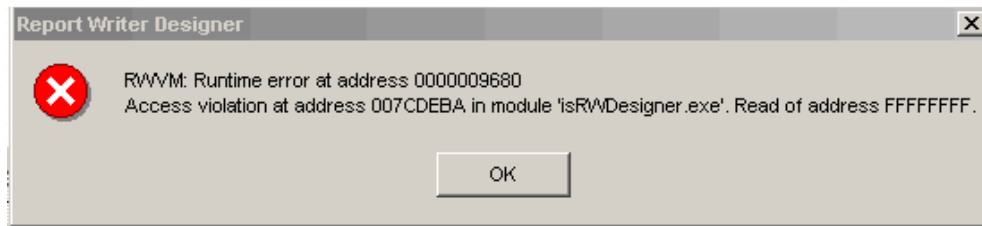# What do I do if I get an Error?

There are types of errors that may occur in Evolution.

The first type will be an error that may look similar to the error below. Unfortunately, this type of error does not give you the option to email it directly from the error screen.

If you get this error, please click the print screen key on your keyboard and save it. Then attach the error to an email and send it to your Client Service Representative to be reviewed.

The second type of error that you may get may look similar to the error below.
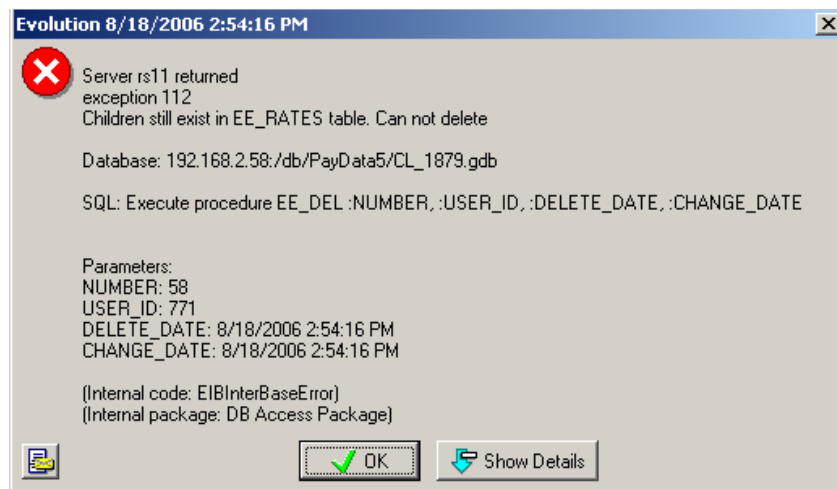
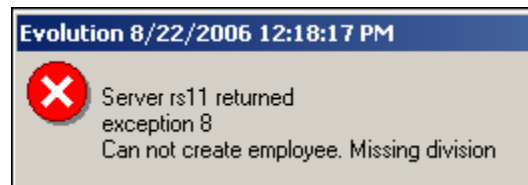If you get this type of error please follow these steps:

1. Click on the Show Details button

2. Click on the 🖳 button. This will create an email with two attachments. One will be a print screen of the error and the other will be the details of that error.

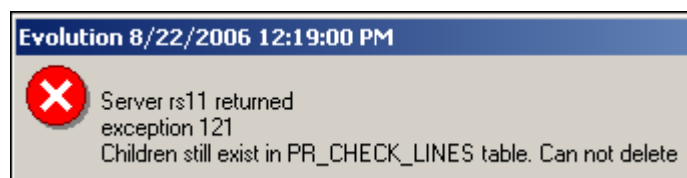3. In the [To...] field of the email insert your Client Service Representative's email address then click send.

Here are some examples of different error messages you may get, what they mean and what you need to do to fix them.

Evolution 08/22/2006 12:18:48 PM ✕
State marital status can't be empty
[✓ OK] [? Help] [⬇ Show Details]
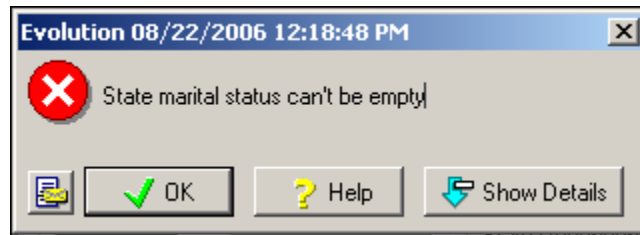
- This is an error you may get when setting up a new employee.
- On the EE Entry tab, the State Marital Status field is a red, required field. If you forget to complete a red field, it will provide you with a message saying which field has been missed.
- To fix this, click OK on the error, go back to the EE Entry screen, if you are no longer on that screen and select a State Marital Status.

Evolution 8/22/2006 12:18:17 PM
Server rs11 returned
exception 8
Can not create employee. Missing division

- This is an error you may get when setting up a new employee.
- On the EE Entry tab there are four different labor distribution levels that are available to use. Even though you may not be using all four levels, if you are using at least one level, for example Department, then Evolution is expecting that level to be selected on every employee you set up in Evolution.
- To fix this, you need to find the employee that does not have any of the levels attached to their set up. On the EE Entry tab, click the DBDT selection button [🖳 Assign D/B/D/T] or F4 to get your list. Choose the appropriate selection for this employee. Once this has been added to the employee, you can now save and commit your changes.

Evolution 8/22/2006 12:19:00 PM
Server rs11 returned
exception 121
Children still exist in PR_CHECK_LINES table. Can not delete

- This is an error you may get when trying to delete a Scheduled E/D from an employee.
- The system keeps track of all historical data; therefore data should not be deleted, but rather an end date should be applied.

- To fix this you will need to click the abort key at the top right hand side of your screen. Once you have aborted your changes, find the Scheduled E/D that you want to end on the Browse Scheduled E/Ds tab and click on it to highlight. Go to the Details 1 tab at the top. At the bottom of the first column there is a field called Effective End Date. Enter an end date for this code. Please refer to "Stopping a Recurring Earning or Deduction" for more details on the Effective End Date.

**When aborting changes, the system reverts back to how the data was when you last committed your changes. If you have made 5 system changes since the last time you committed your changes, by aborting you will loose all of those changes and they will need to be redone.
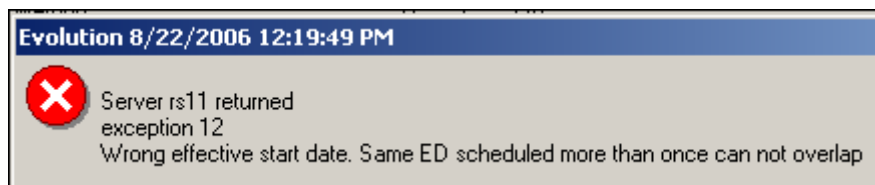
- This is an error you may get when trying to set up a Scheduled E/D and that employee already has the code set up.
- If an employee already has a code in their Browse Scheduled E/Ds screen you are not able to add that same code a second time. Instead you need to update the code that is already out there.

- To fix this you will need to click the abort key at the top right hand side of your screen. Once you have aborted your changes, find the Scheduled E/D that you need to reinstate on the Browse Scheduled E/Ds tab and click on it to highlight. Go to the Details 1 tab at the top. At the bottom of the first column there is a field called Effective End Date. Most likely there is a date entered in this field. To reinstate this code, click on the date in the Effective End Date field and click the Delete key on your keyboard. The date will now be removed. Review the rest of the data on the Details 1 and Details 2 tabs and make any necessary changes. You are now able to save and commit your changes.

**When aborting changes, the system reverts back to how the data was when you last committed your changes. If you have made 5 system changes since the last time you committed your changes, by aborting you will lose all of those changes and they will need to be redone.