Synergy Acc2026 - Error When Opening the Item Stock Preview

Use this guide when you get an error as you open the item's stock preview (or save it). One cause is known: an empty row inside the item's Description. This guide shows how to check for it. Other causes are not covered here.

Before you start

- Note which item gives the error when you open its stock preview.
- Take a screenshot of the error message.

Steps

1. Find the item that fails

Note the item code of the item whose stock preview gives the error. Check whether other items open normally.

2. Open the item in the Item Masterfile

Open that item in the Item Masterfile and look at its Description.

3. Look for an empty row in the Description

Check whether the Description has an empty row or empty line, for example a blank line after the text or between two lines.

4. Delete the empty row and save

Delete the empty row so the Description has no blank line, then save the item.

5. Open the item's stock preview again

Open the item's stock preview for the same item. If it opens, the empty row was the cause.

Tips

- Only the empty row in the Description is a confirmed cause in the cases we have seen.
- If you want the guide for reports that hang or will not open, see the guide "Synergy Acc2026 - When a Report Hangs or Will Not Open".

Common problems

The Description has no empty row and the error is still there.

Contact Synergy support. Have the item code, a screenshot of the error and the steps you clicked ready. Other causes are not covered in this guide.

Many items give the same error.

Contact Synergy support. Have the screenshot of the error and two or three item codes that fail ready.

Draft: written from Synergy's support notes (checked by AI against the program), not yet reviewed by Synergy staff.