

General Knowledgebase Articles

Object reference error when logging in to Act! database

If you receive an "Object reference not set to an instance of an object" error when logging in to the database after confirming the username and password used is correct, it might be due to an issue with the Act! installation. This issue is seen mostly when upgrading an existing installation of Act!. To try and fix this issue, please follow the steps below:

1. Close and uninstall Act! and any Act! plugins that are showing this error.
2. Reboot the machine.
3. Install Act! again and reboot the machine one more time to ensure all Act! libraries are loaded correctly.
4. Reinstall the Act! plugin and test logging in to the database again to see if the issue is fixed.

Attached files:

Unique solution ID: #1019

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