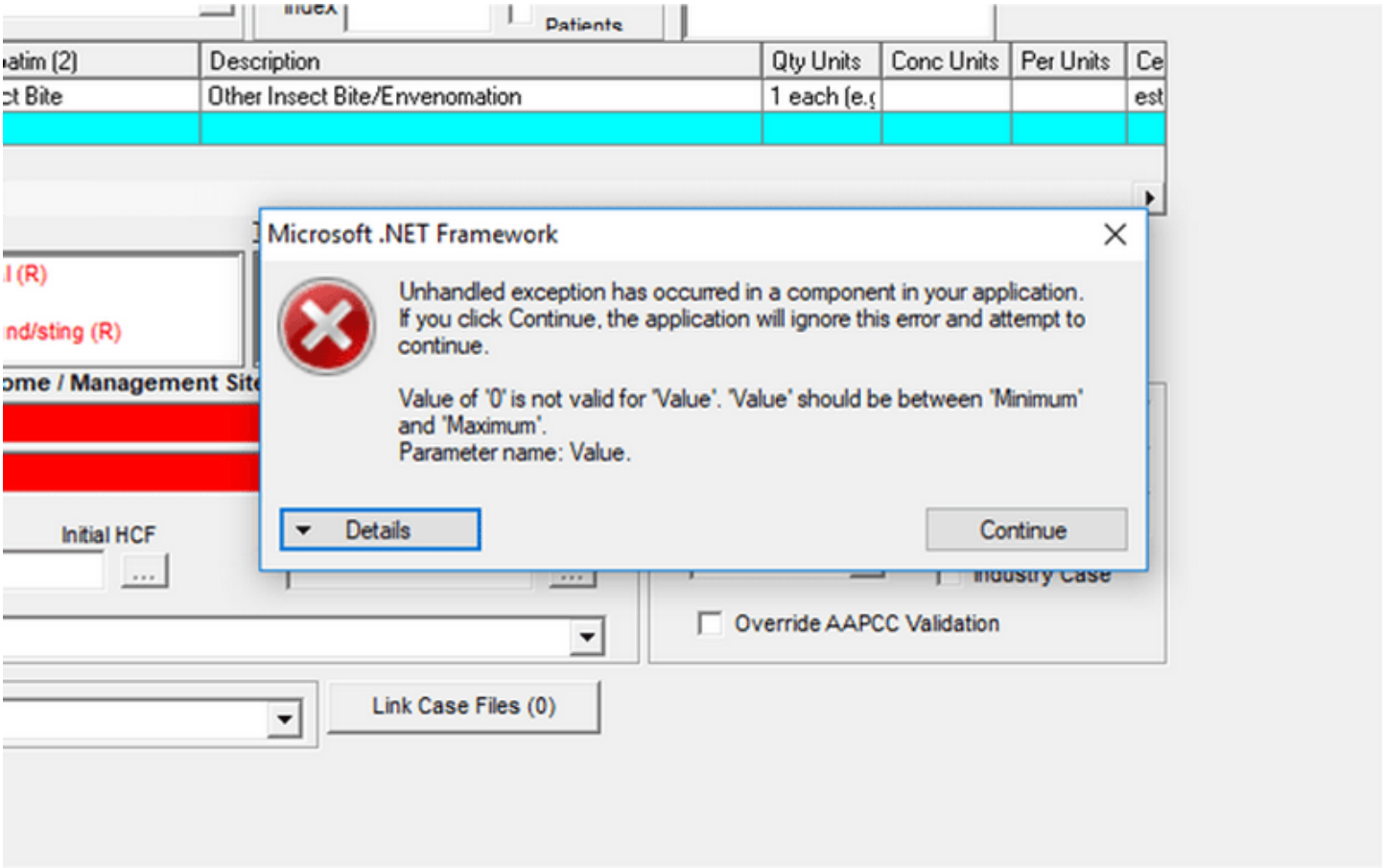
Error Value Of 0 Is Not Valid For Value

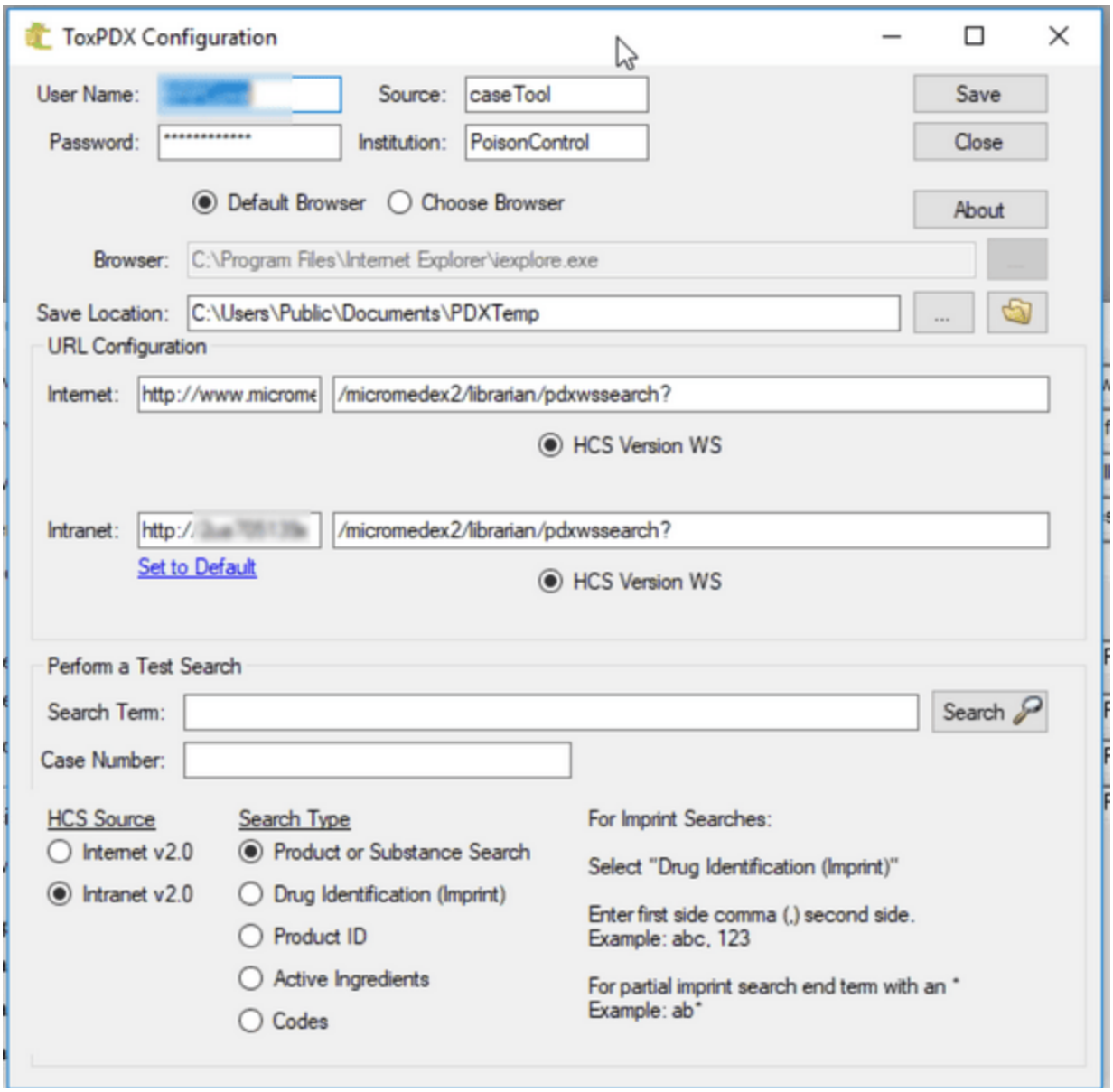
toxiCALL® 4 Common Questions · https://toxicalldemo.com/docs/tox4/error-value-of-0-is-not-valid-for-value/

When performing a product lookup in Micromedex® from toxiCALL® 4 some specialists are getting an "Unhandled Exception has occurred in your application" and goes on to indicate: **Value of '0' is not valid for 'Value'** as shown in the following screenshot:

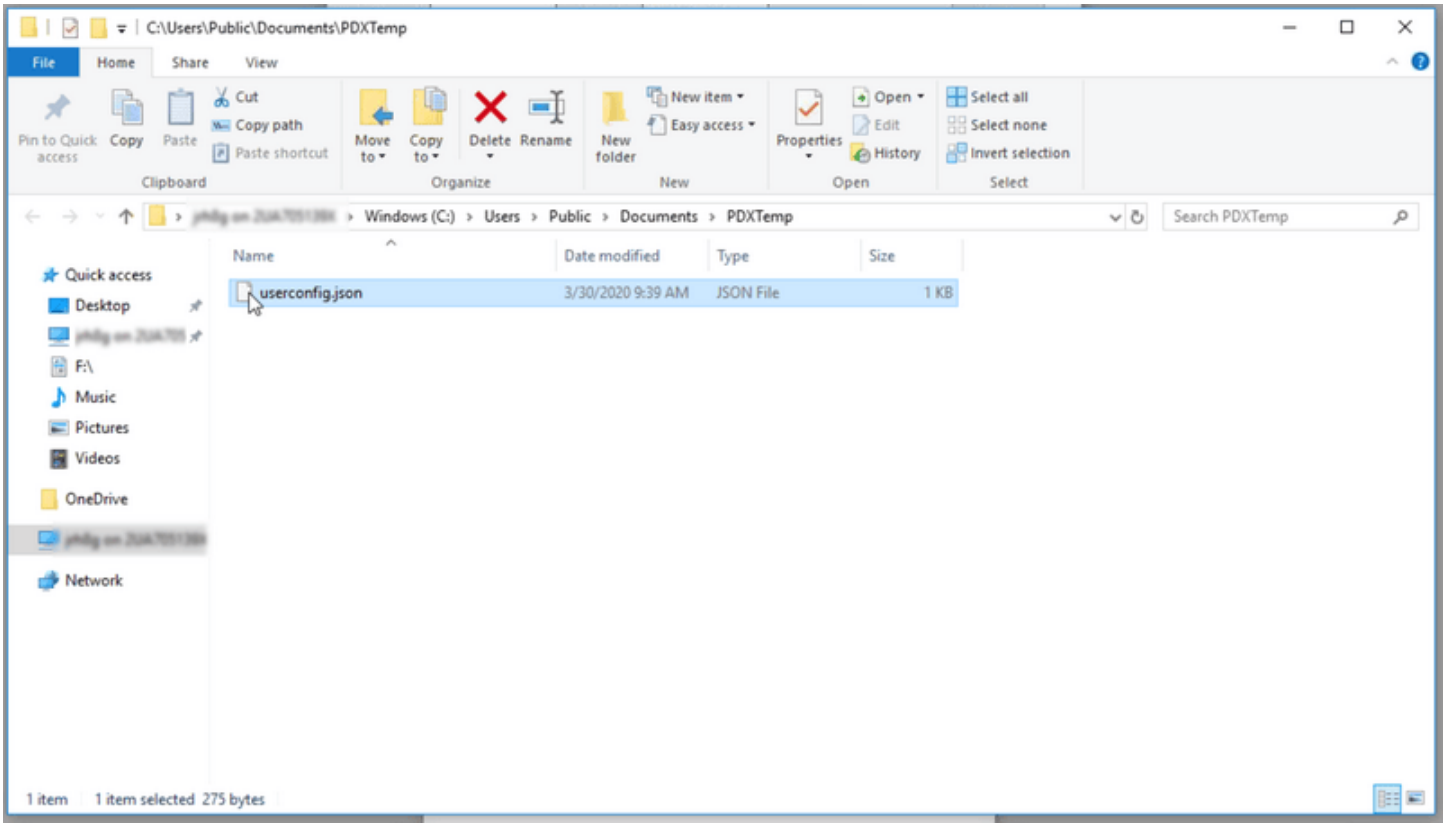


This problem can be corrected when you **delete** the "**userconfig.json**" **file** in the ToxPDX Temp folder. This file will automatically be re-created the when a new search is initiated.

In order to delete the userconfig.json file, start toxiCALL® 4 using an account with Supervisor Rights. Then select Tools->Configuration->More button->ToxPDX Config. You should then see the following screen:



You can then click on the folder icon next to the Save Location to open the folder which contains the configuration file, as shown below:



Removal of the configuration file should correct the problem. While a restart of toxiCALL® 4 should not be necessary, you may try this if the problem is not resolved.

Keywords: MICROMEDEX POISINDEX TOXPDX

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