InventoryControl: Automatic customer numbering is out of sequence.

Scott Leonard - 2018-01-16 - in Software

The automatic customer numbers will always count up from the highest active customer number. The numbering may be out of order if, for example, a customer number is accidentally entered with too many digits.

There is a two part solution to correct this issue:

Step One:

1. In InventoryControl, go to **Tools > Options** and disable the **Automatic Customer Number** option.

2. Go to **Lists > Customer**. The **Customer List** will appear.

3. On the **Customer List** locate the customer numbers higher than the range you want to use and edit them to give them a lower customer number.

Step Two:

1. On the database server machine, download http://dl.waspbarcode.com/wasp/supportfiles/ResetAutomaticCustomerNumberIC.zip and extract it, then run Update.bat.*

2. In InventoryControl, go back to **Tools > Options** and re-enable **Automatic Customer Number**.

Note: If this script does not work as expected, there are probably deleted objects retained by the database that are disrupting the calculation. Contact Wasp Support for assistance with resolving this.

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*Enterprise users will need to edit **ResetAutomaticCustomerNumber.wql** to supply the correct server\instance name and the password if InventoryUser has been set to use something other than the default.

This same file will work for both v6 and v7.