InventoryControl: Error: "Object reference not set to an instance of an object" error after upgrading to InventoryControl v6

Jason - 2026-07-24 - Version 6

After upgrading your installation of InventoryControl to v6, if you get an error when trying to launch the program that says "Object reference not set to an instance of an object", there may have been a problem updating the database.

Two things can be checked to verify if this is the issue:

1. Go to Start > Run > regedit. Navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Wasp Technologies\InventoryControl\Options (HKEY_LOCAL_MACHINE\SOFTWARE\Wasp Technologies\InventoryControl\Options in 32 bit versions of Windows), right click Loglevel and select Modify. Set the value to 0.

Recreate the error message, then open the InventoryControl.log file from C:\ProgramData\Wasp Barcode Technologies\InventoryControl\4.0.0.0 if it is Windows Vista or 7, or from C:\Documents and Settings\All Users\Application Data\Wasp Barcode Technologies\InventoryControl\4.0.0.0 if it XP.

Look at the end of the file for these lines:

*VERBOSE | select * from form_field_meta --WaspTrackInventory*

*INFORMATION | Rows: 1275 MS: 15 SQL: select * from form_field_meta*

ERROR | Column name not found: usrdef_allow_user_key_in_value

FATAL | Error Loading Form Field Meta Cashe Exception of type 'Wasp.DataAccess.WtDbException' was thrown.

ERROR | Object reference not set to an instance of an object.

2. Go to Start > All Programs > Microsoft SQL Server 2005 > SQL Server Management Studio Express. Set Authentication to Windows Authentication and click Connect. Browse to Databases > WaspTrackInventory > Tables. Right click on dbo.app_options and select Open Table. Scroll down the Code column until you find the row with value 101. Scroll across that row to the column option_value. If the value in that column is 5.5 or less, the database is not updated. If the value is 6.0 or higher, then there is a different issue.

If the database is not updated, if you are running the Standard or Pro version, rerun the upgrade installation on the machine that has the database on it. If you are running Enterprise, download the InventoryDbInstaller from https://dl.waspbarcode.com/wasp/InventoryDbInstaller.exe and run it on the SQL Server to update the database.

If there is found to be a different issue, please contact technical support to send us the log file and a backup of the database.