

# Error 500 A critical Error has occurred

Last Modified on 04/16/2024 3:30 pm EDT

When opening a details page like a ship doc or an item you may get the following the error

## **Error 500 A critical Error has occurred**

This error may be caused by the following

- Deleting a custom field used in the layout
- The maintenance update on 2018-08-28.

To fix this issue, please edit the appropriate Details layout on the [layout editor](#) and click **Revert to Default**.

Here are the links to some common details pages.

- [Ship Doc](#)
- [Sales Order](#)
- [Item](#)

No data or calculations will be lost but you will need to re-do your layout.

We are sorry for the inconvenience.