

**Sage** *Pastel Accounting*  
**Status 116**

This error message normally appears when trying to **open** a **Company** on **Sage Pastel Accounting**.

Status 116 is generally caused by the computers **not communicating** correctly across the **network**.

### Status 116 occurs in the following circumstances:

- The **incorrect version** of Pervasive is **installed** on some or all of the machines
- The Pervasive is **not licensed**
- Pervasive **cannot communicate** from the **workstation** to the **server**

### Programs that can block Pervasive from installing or run successfully:

- Anti-Virus programs – If there is no exceptions for Pervasive ports
- Windows Firewalls – If the Pervasive ports have not been added
- User Account Control settings – If not turned off will block the licenses from applying

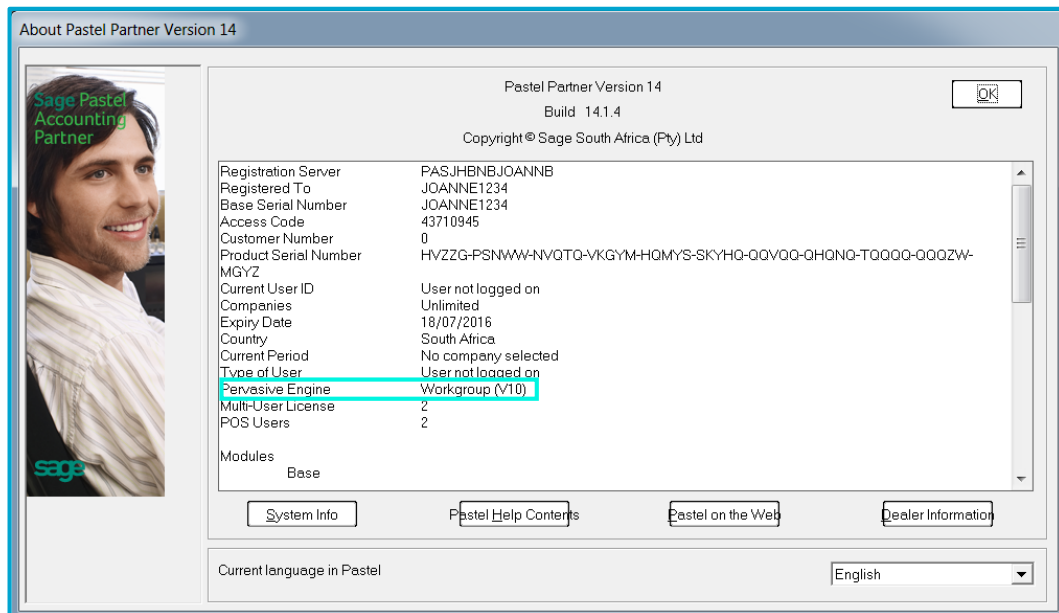
### Possible solutions:

1	<a href="#"><u>Is the Pervasive Installed, the Pervasive loaded on the PC</u></a>
2	<a href="#"><u>Is Pervasive correctly Licensed</u></a>
3	<a href="#"><u>Searching and Deleting *.loc files</u></a>
4	<a href="#"><u>Running the Pervasive System Analyser</u></a>
5	<a href="#"><u>Setting up a Gateway</u></a>
6	<a href="#"><u>Uninstalling and Re-Installing Pervasive</u></a>
7	<a href="#"><u>Is the Pervasive Database and Ports added to the Windows Firewall</u></a>
8	<a href="#"><u>Are the User Account Control Settings turned off</u></a>

In a **multi user environment** you need to ensure that the version of **Pervasive** installed on all the machines is the **version** of Pervasive you are **licensed** for.

### To obtain which version of Pervasive you are licensed for:

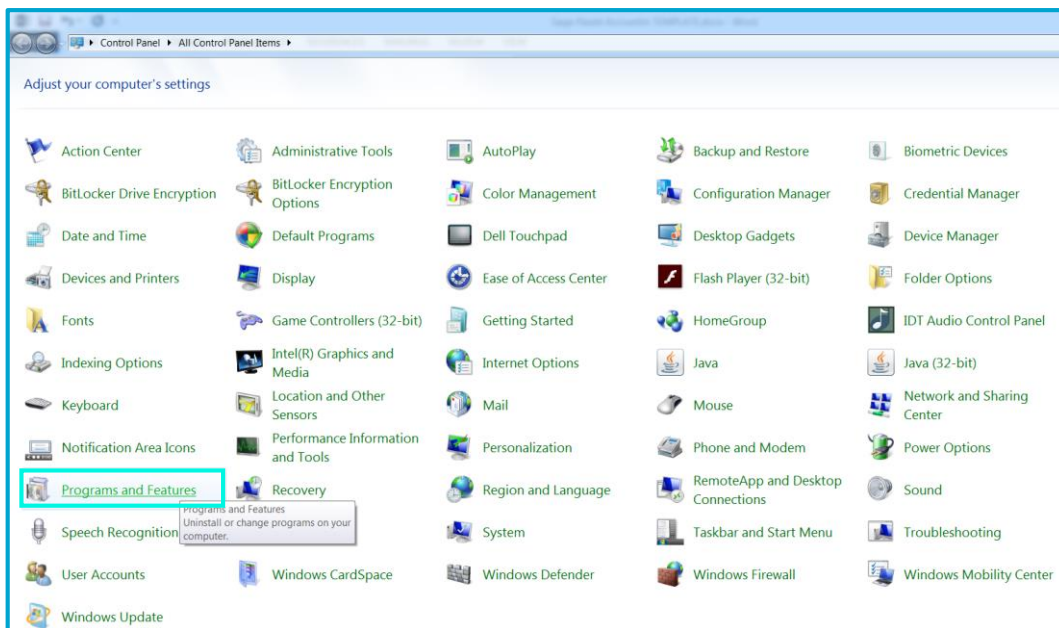
- Go to a machine that can **access Sage Pastel Accounting**
- Click on **Help| About**
- The '**About Pastel**' screen will display



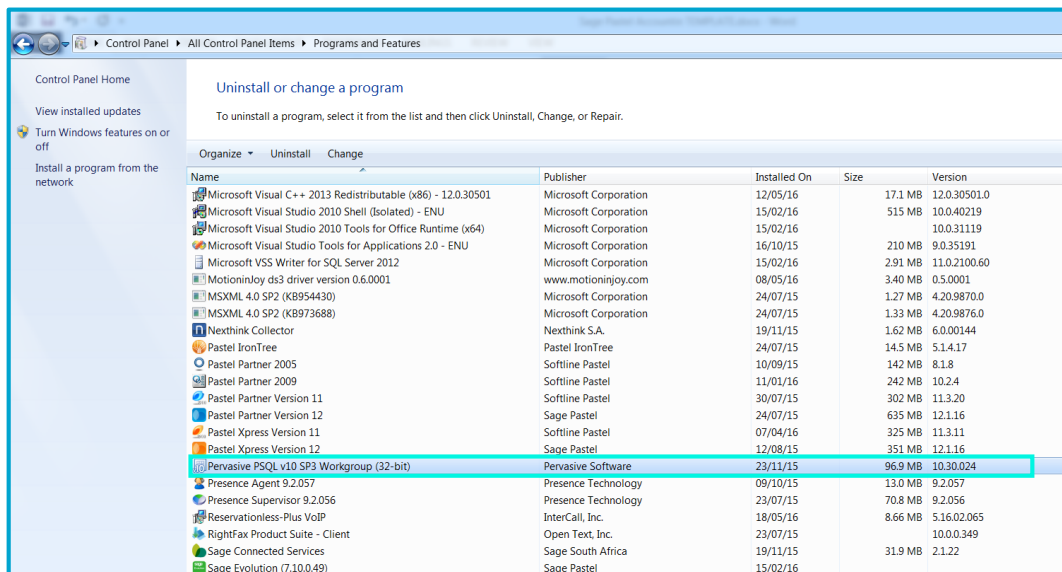
- The **type** and **version** of Pervasive will display next to the **Pervasive Engine** i.e. **Workgroup (V10)**

### To obtain which version of Pervasive is installed:

- Navigate to the **Control Panel** on the machine you are receiving the **Error Code 20** message
- Select '**Programs and Features**'



- Look for **Pervasive** in the list of Programs the display:



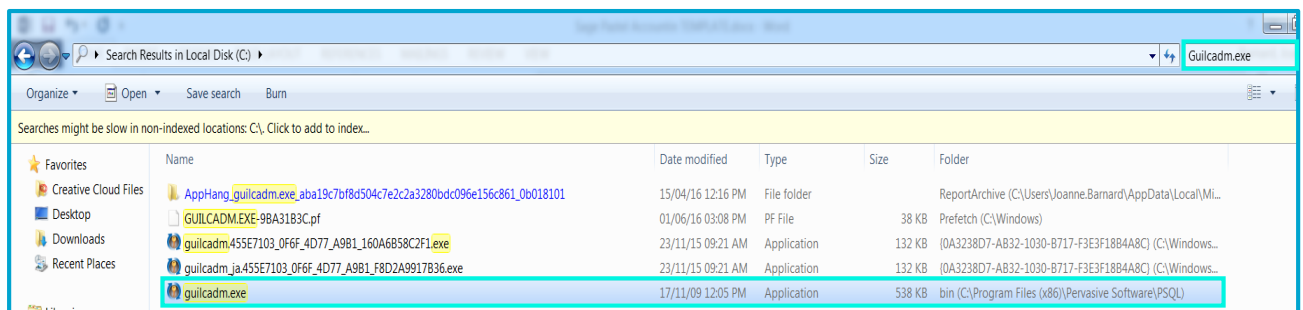
- Ensure that the **version and type** of Pervasive matches the **version and type** in the Sage Pastel **About section** i.e. **Pervasive V10 Workgroup**.
- If the **installed version** is not the **version** you are **licensed** for you will need to **uninstall** the **incorrect version** and **install** the version you are **licensed** for.

### To check if Pervasive is licensed:

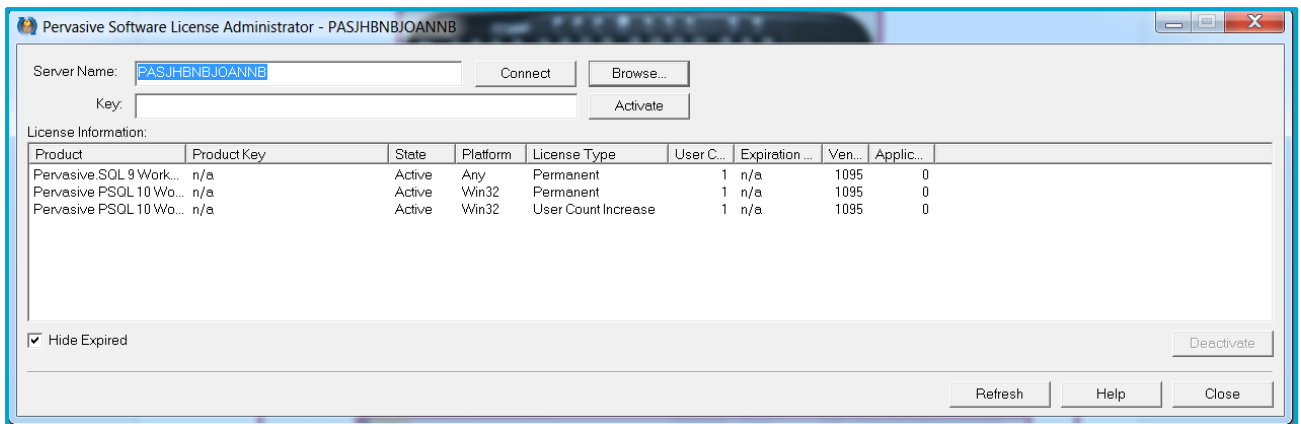
- Open your **Windows Explorer** (Hold the **Windows + E** key on your keyboard simultaneously)



- Search for **Guilcadm.exe**



- Double click on the **Guilcadm.exe**
- The '**Pervasive Software License Administrator**' screen will display:



- Ensure that the **Permanent licenses** are correct

### Version 8 and Version 9

- **1 line** showing a license type of Permanent and a **User Count** of the number of users i.e. **5**

### Version 10

- **2 lines**
- 1 line showing a **1 user permanent license**
- A **2<sup>nd</sup> line** to show the **user count increase** i.e. 5 users would show as Permanent 1 user count increase 4

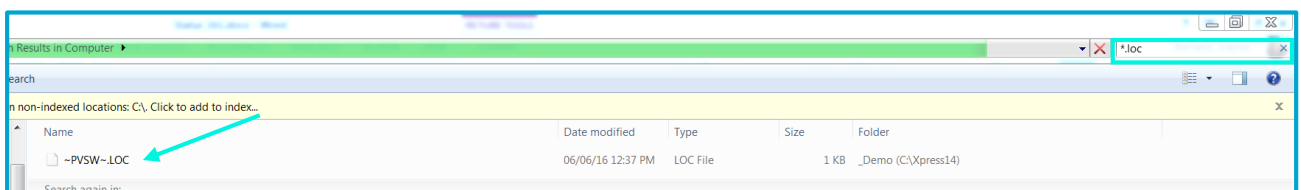
## Searching for and deleting \*.LOC files

This needs to be done on all your computers using Sage Pastel Accounting and Sage Pastel Accounting must be close on all the machines.

- Open your **Windows Explorer** (Hold the **Windows + E** key on your keyboard simultaneously)



- Type in the file name **\*.loc** in the **search option**

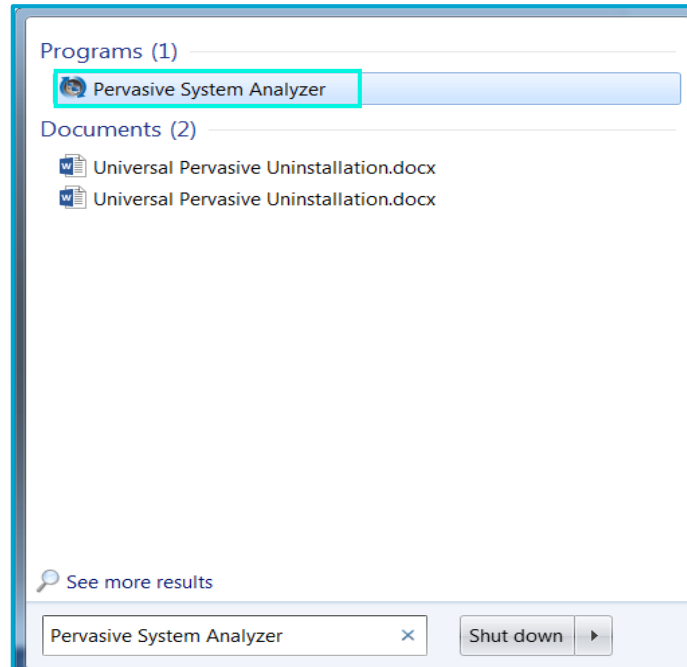


- Delete any **\*.loc** files found

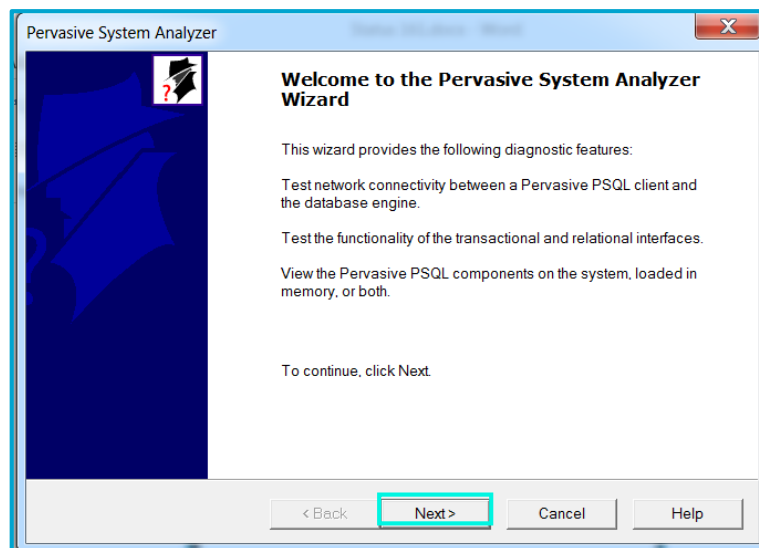
## Check the Network using the Pervasive System Analyzer

This test needs to be run for **all workstations** using **Sage Pastel Accounting** to the **Sage Pastel Accounting Server** (This is the **Machine** where **Sage Pastel Accounting** is registered as the **Server**)

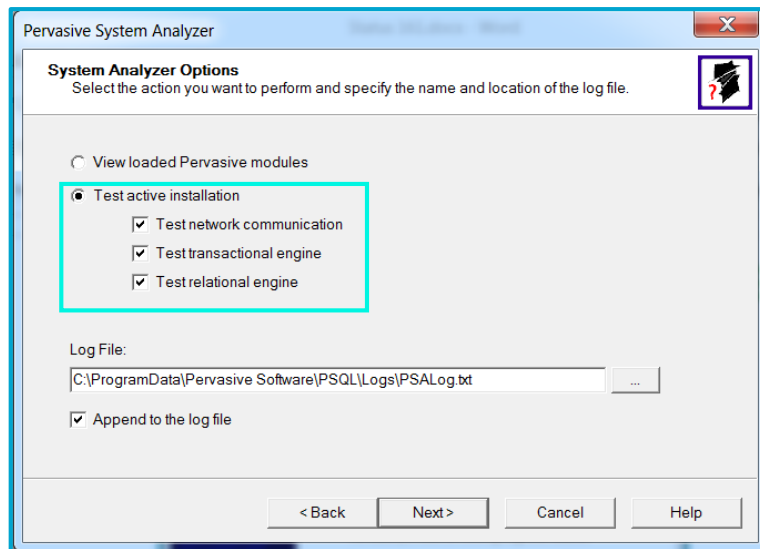
- Search for **Pervasive System Analyzer**



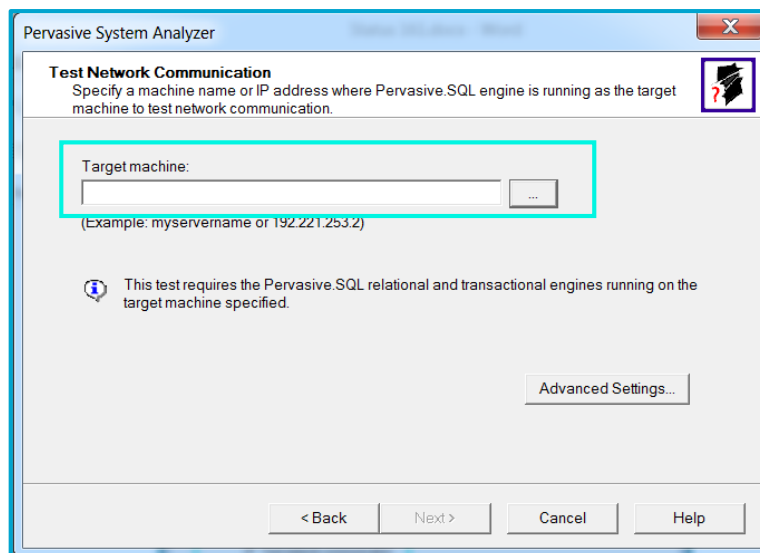
- Click on the **Pervasive System Analyzer** icon
- The '**Pervasive System Analyzer**' wizard will display:



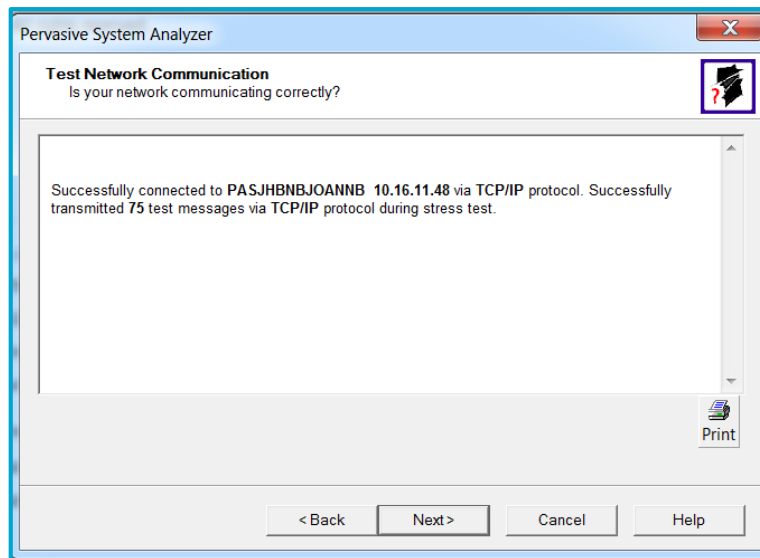
- Click on **Next**,
- Select the option '**Test Active Installation**'
- Ensure all the option are **ticked**



- Click on **Next**



- Under the heading **Target Machine** click the 3 dots and Select the **Pastel Server Name** from the list of computers displayed
- Click **Next** the PSA will test **network communication** between the **Server** and the **Workstation**
- A summary indicating that ALL information sent has been received should display

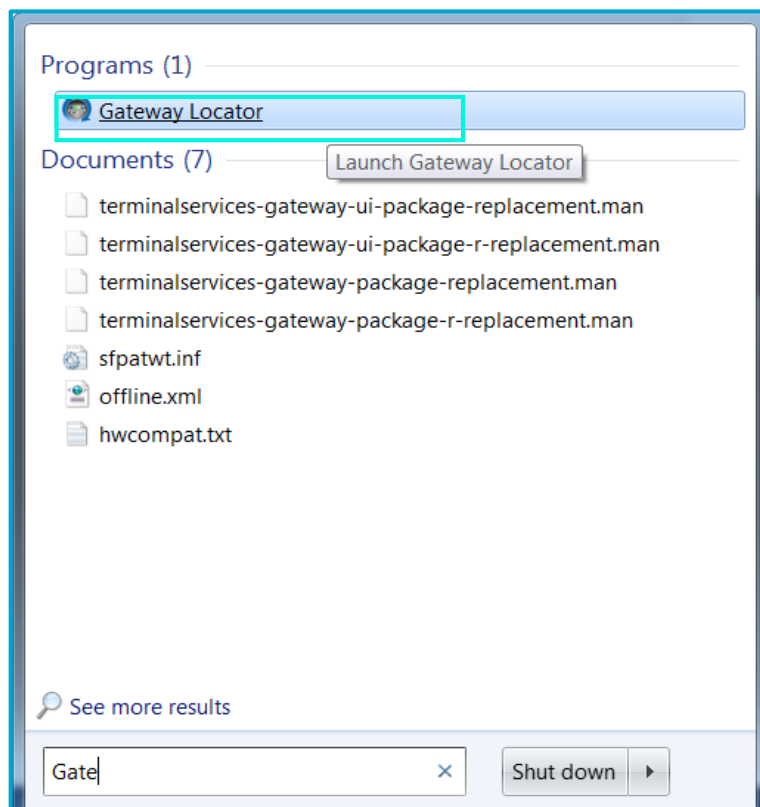


- Click **Next** and run the **Transactional Engine Test** – make sure it is successful.
- Click **Next** and run the **Relational Engine Test** – make sure it is successful.
- Should any of these **tests fail** i.e. You receive errors ensure the **Pervasive database** and **ports** have been added to the **Firewall** and **Anti-virus** as **exceptions** on all machines using Sage Pastel Accounting and re-run the tests

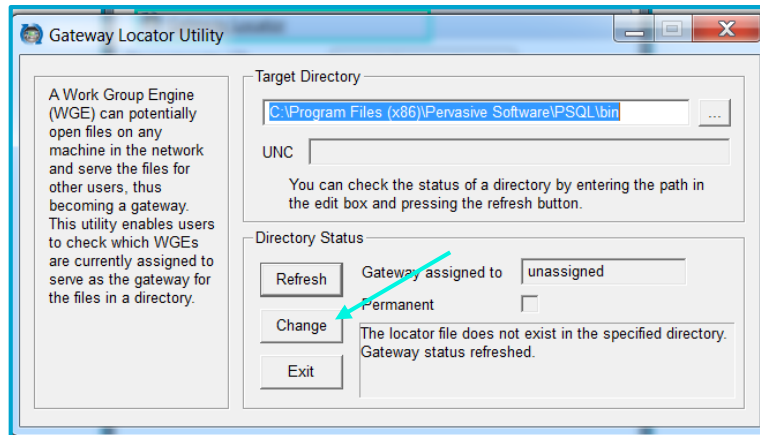
### Setting up a Gateway

If each of the machines **can communicate** to and from the server, **setting up** the server as a **gateway machine** might be the best way to resolve the problem.

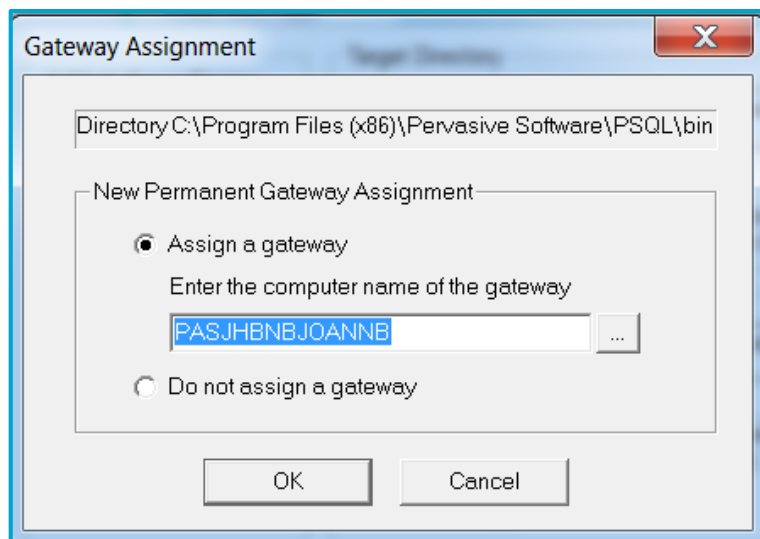
- Search for **Gateway Locator**



- Click on the **Gateway Locator** icon



- Click on **Change**



- Ensure **Assign a gateway** is selected
- Ensure the **Server Name** is selected under **Enter the computer name of the gateway**
- Click on **OK**
- Where it says Gateway assigned to: should have the server computer name
- This needs to be done on the server also, with the gateway pointing to itself

### The Pervasive components were not correctly installed:

- **Uninstall** Pervasive and **Reinstall** Pervasive
- Refer to the video '**Uninstalling and Installing Pervasive V8 – V10**'

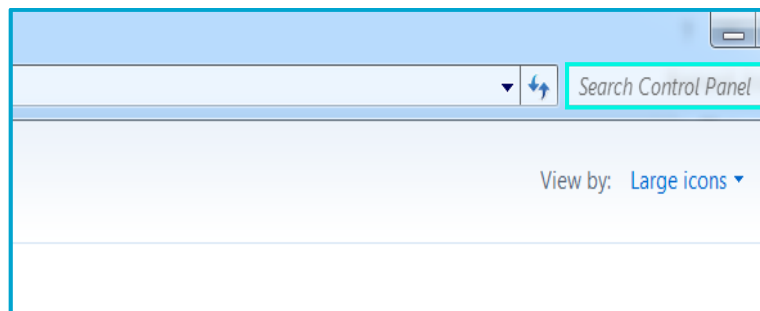
## How to add the Pervasive Database Manager and ports to the Windows Firewall

We recommend that you **add** the **Pervasive Database Manager** and **ports** to your **Windows firewall**. This will ensure that **Pervasive** and **Sage Pastel** can **communicate effectively**.

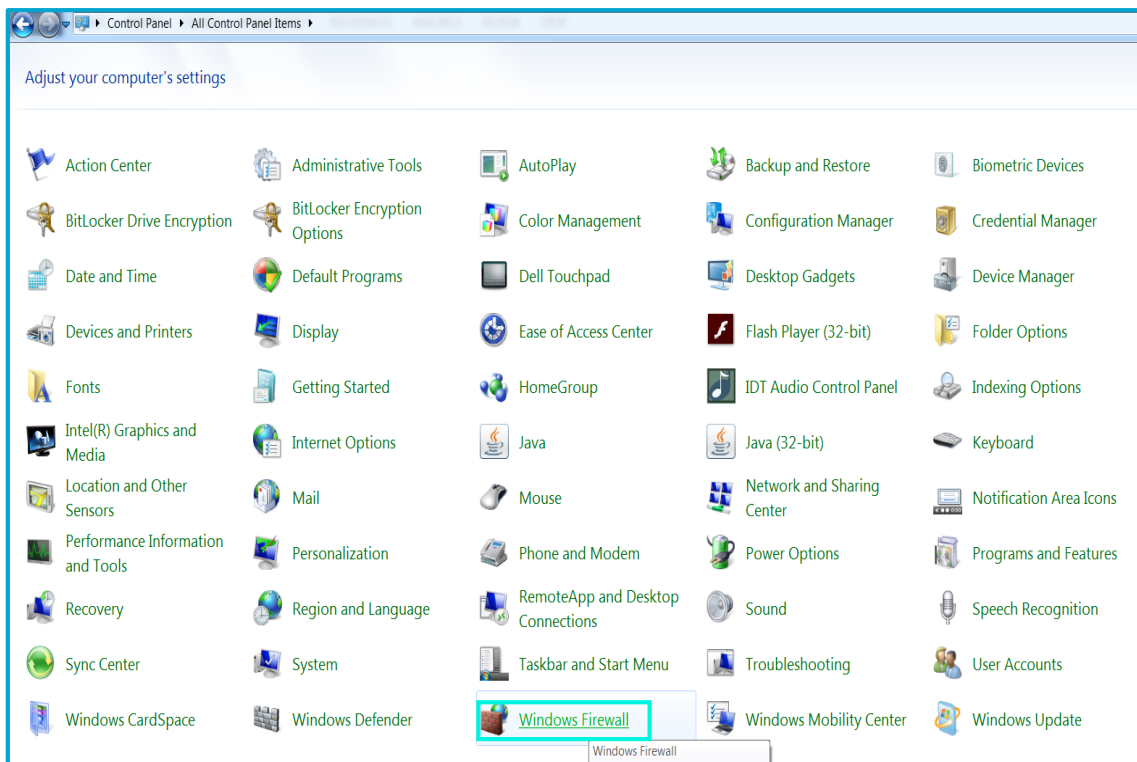
**Adding** the **Pervasive database manager** and **ports** can also assist in **preventing specific errors** and **streamline** the **speed** of the **Sage Pastel** program.

### To add the Pervasive Database Manager:

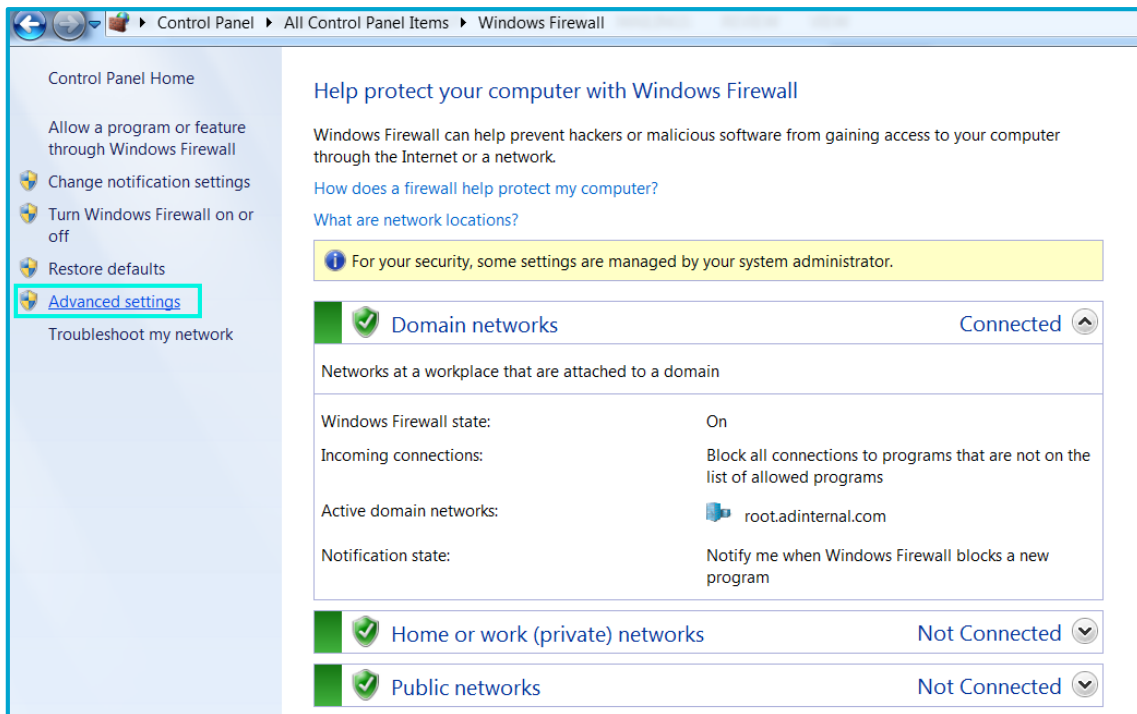
- Navigate to your **Control Panel**
- Ensure that the **View By** is set to either **Large icons** or **Small icons**



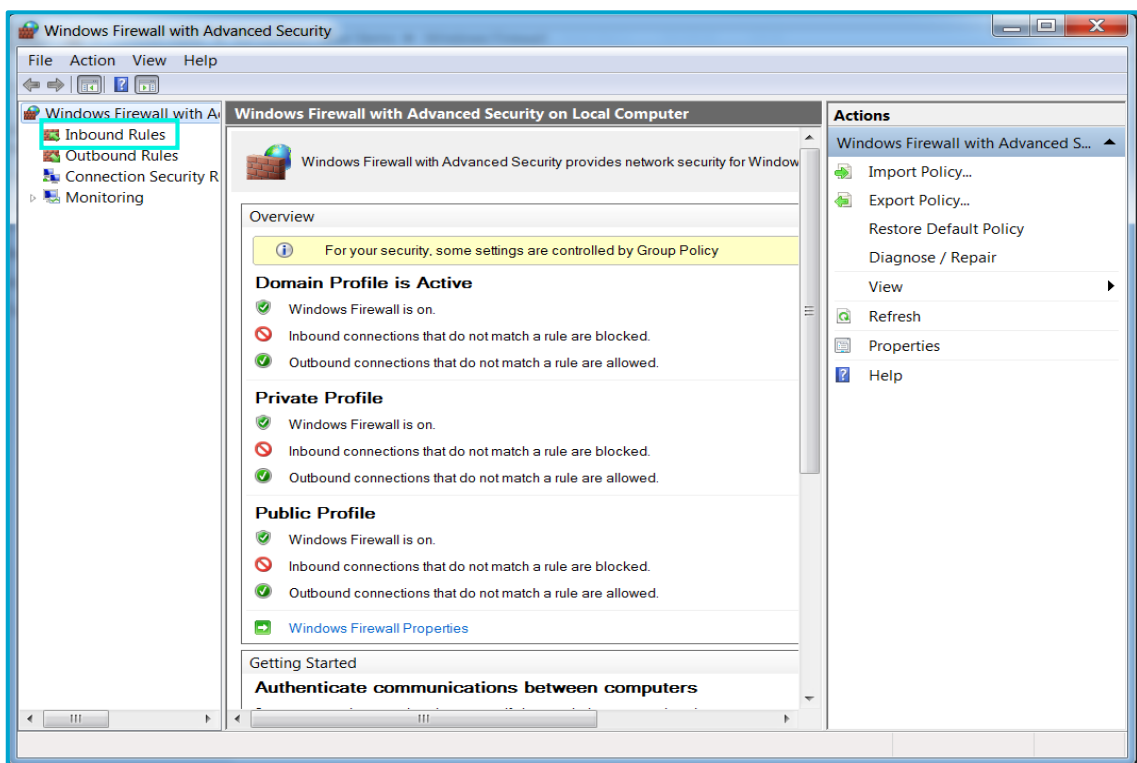
- Select the option **Windows Firewall**



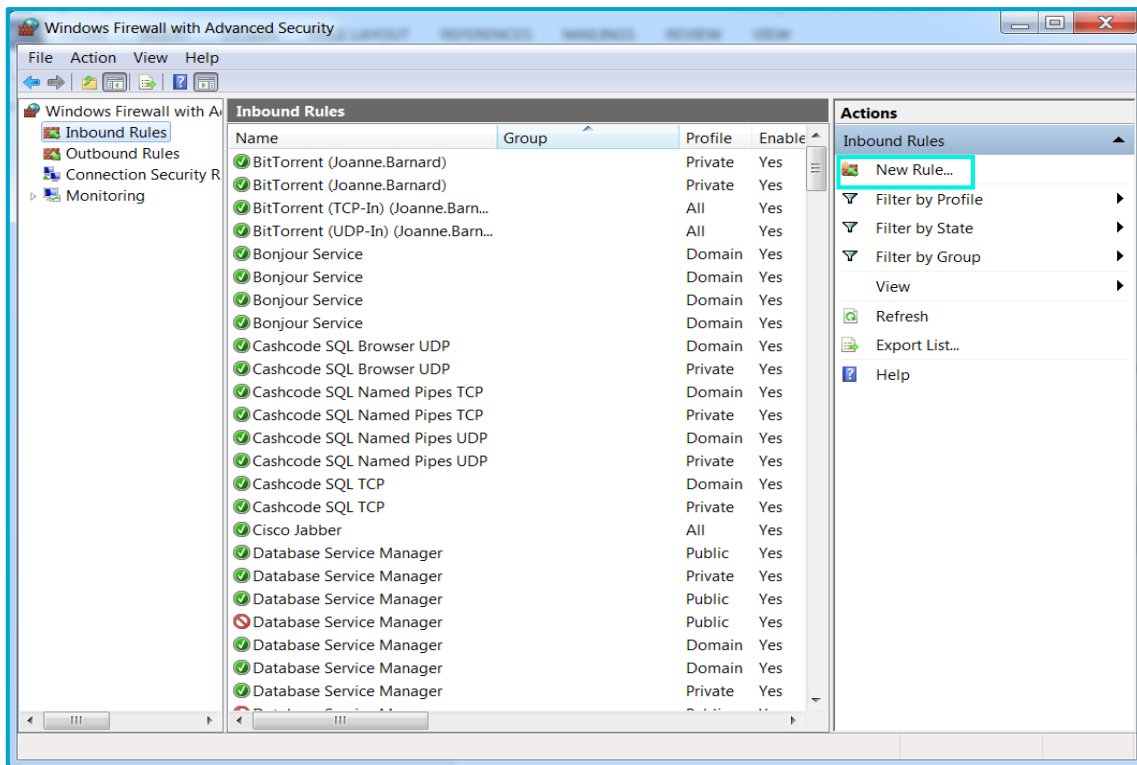
- Select the option **Advanced Settings**



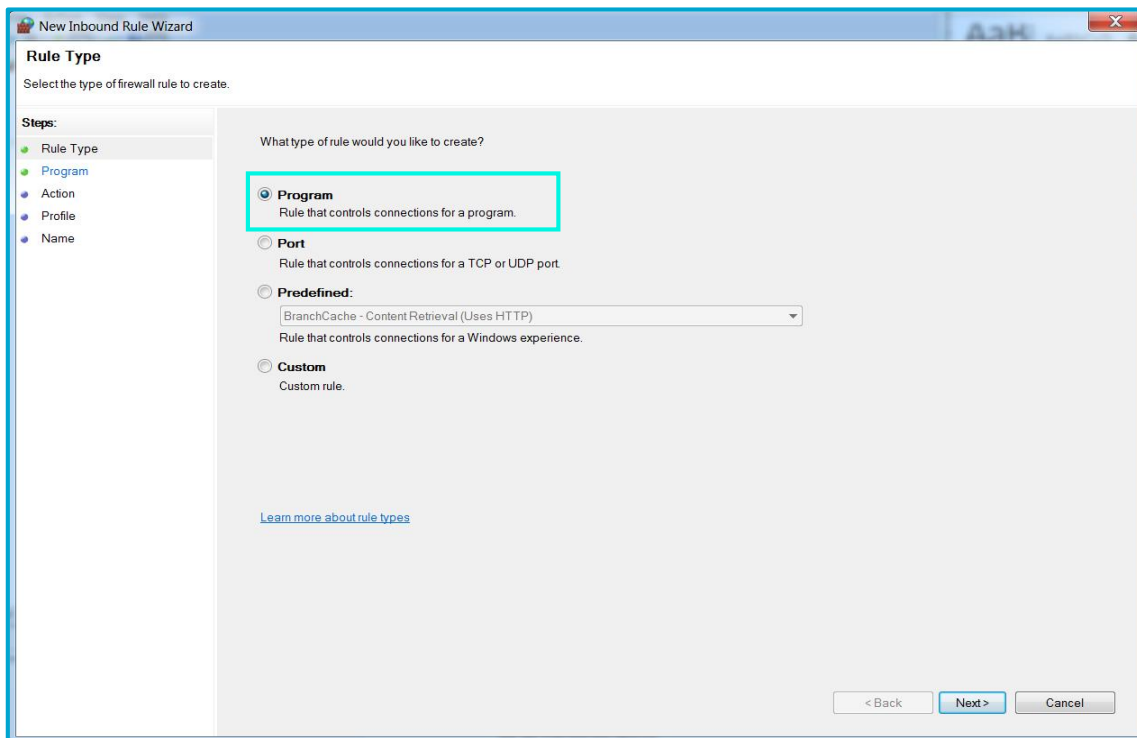
- The 'Windows Firewall with Advance Security' screen will display
- Select the option **Inbound Rules**



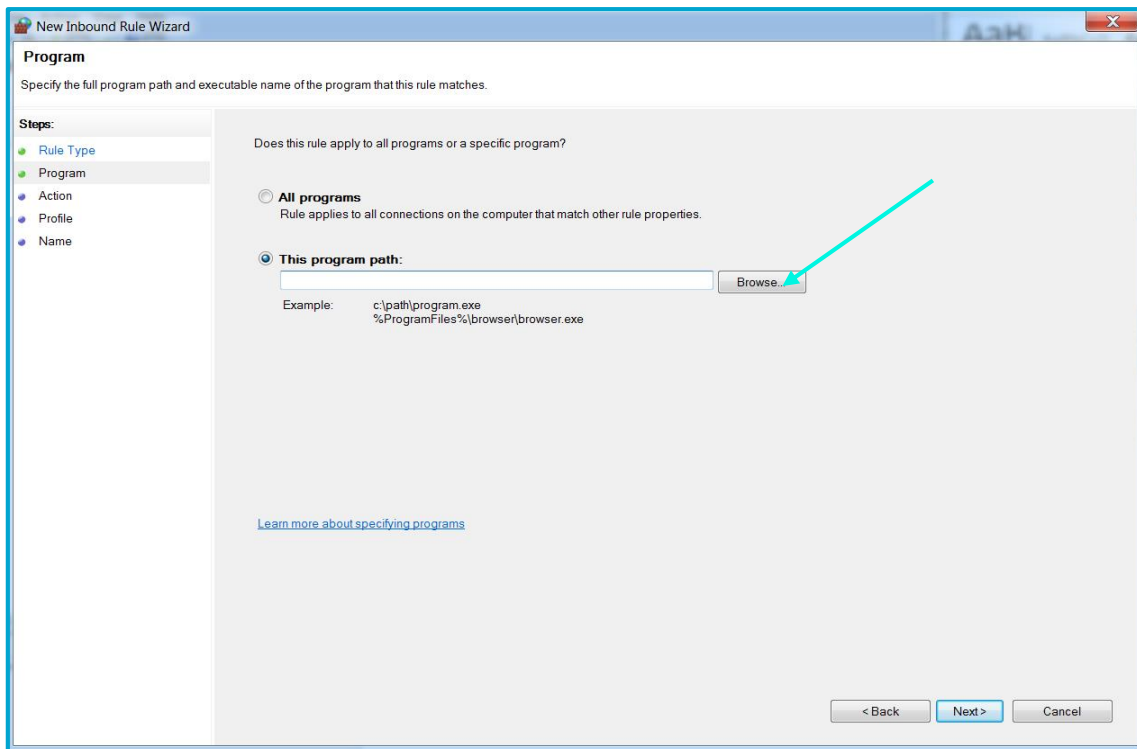
- Select the option **New Rule...**



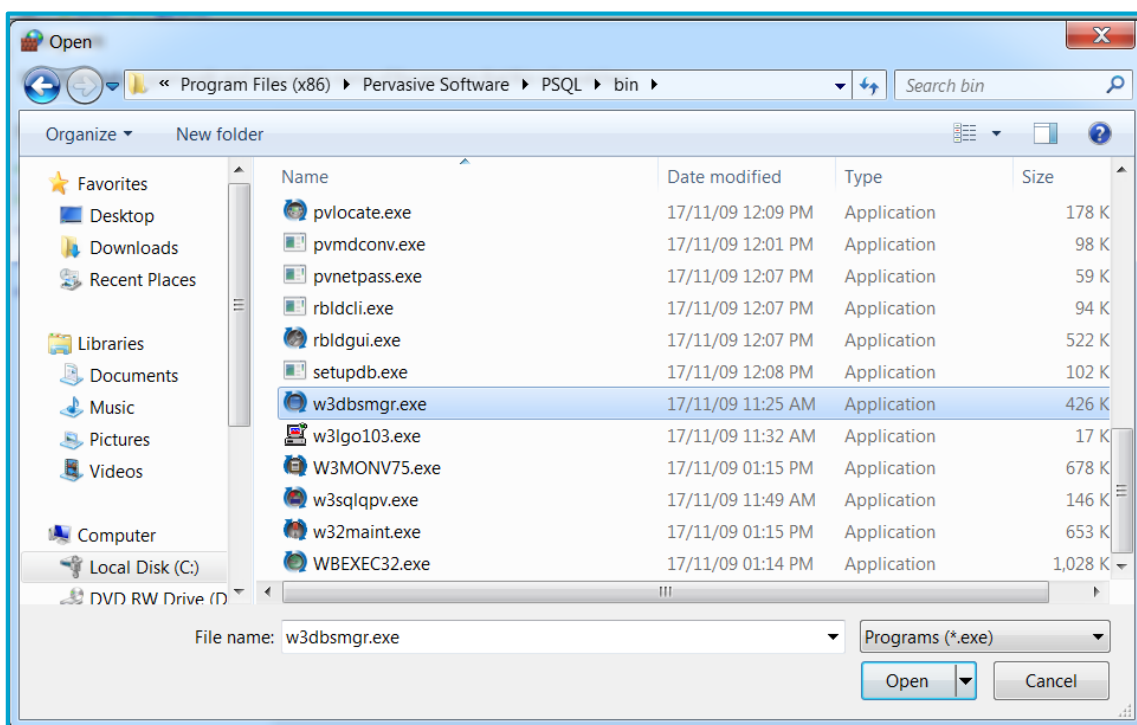
- The 'New Inbound Rule Wizard' will launch and the 'Rule Type' screen will display



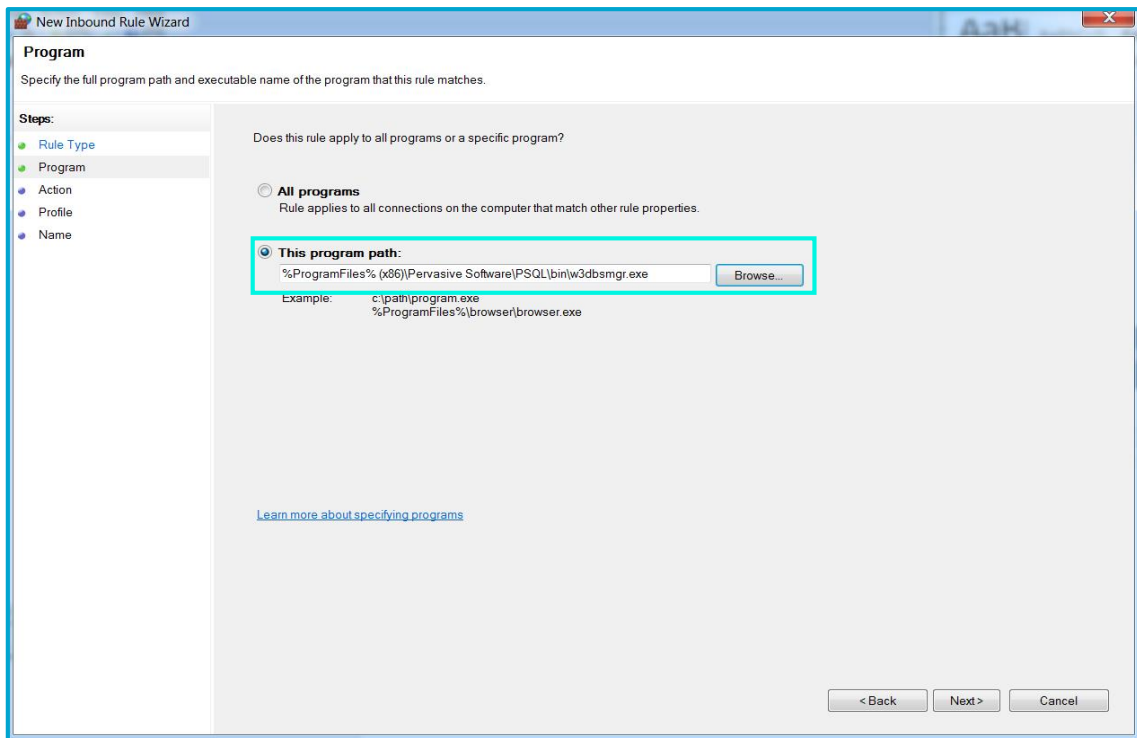
- Select the option **Program**
- Click **Next**
- The '**Program**' screen will display



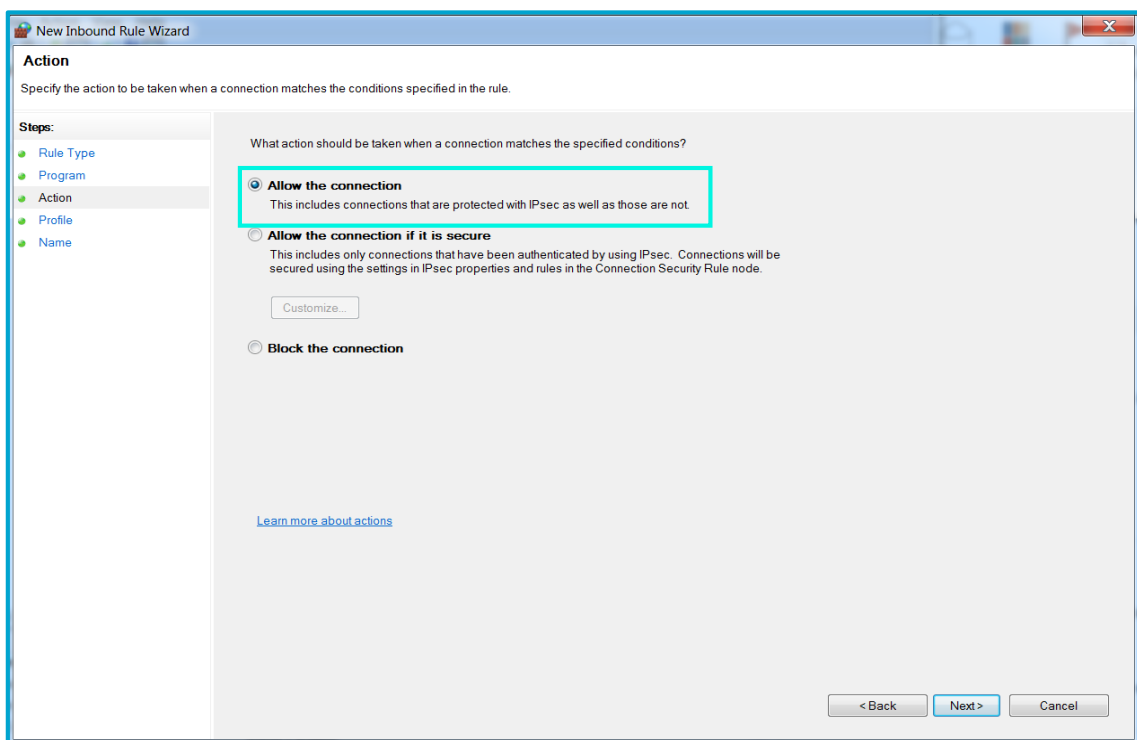
- Select 'This program path'
- Click **Browse**
- The '**Browse**' screen will launch



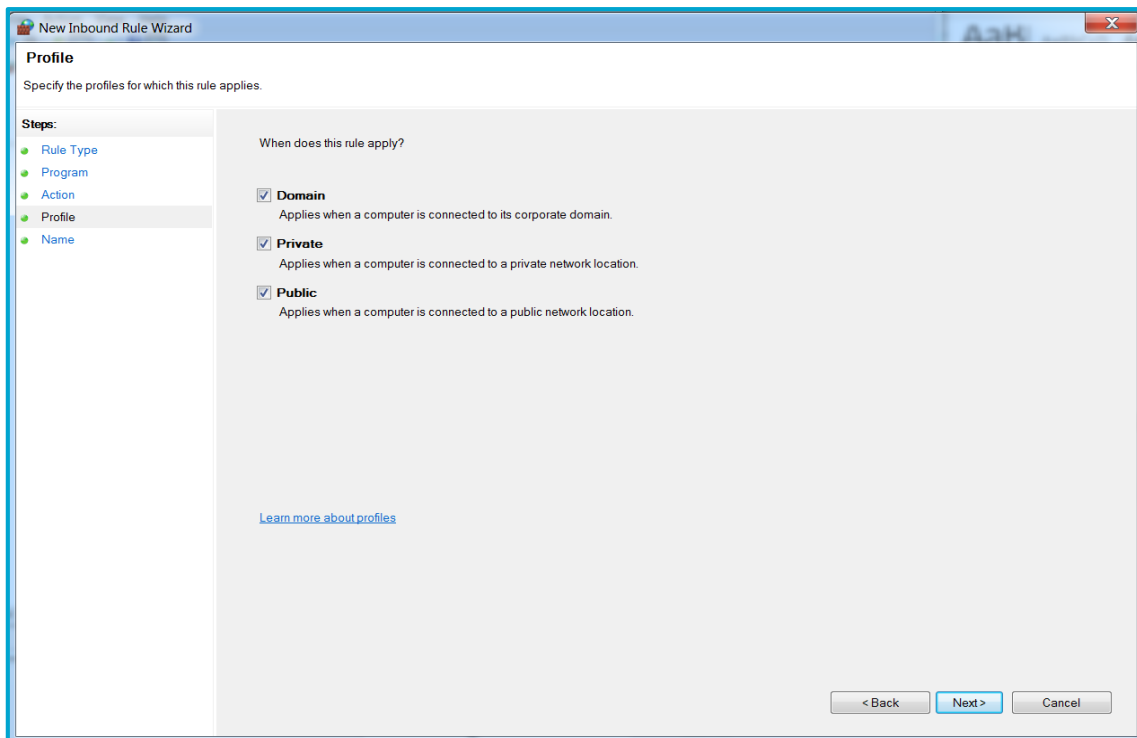
- Navigate to **C:\Program Files (x86)\Pervasive Software\PSQL\bin**
- Select the file **w3dbsmgr.exe**
- Click **Open**
- The '**Program**' screen will display with the path to the file you selected showing under the '**This program path:**'



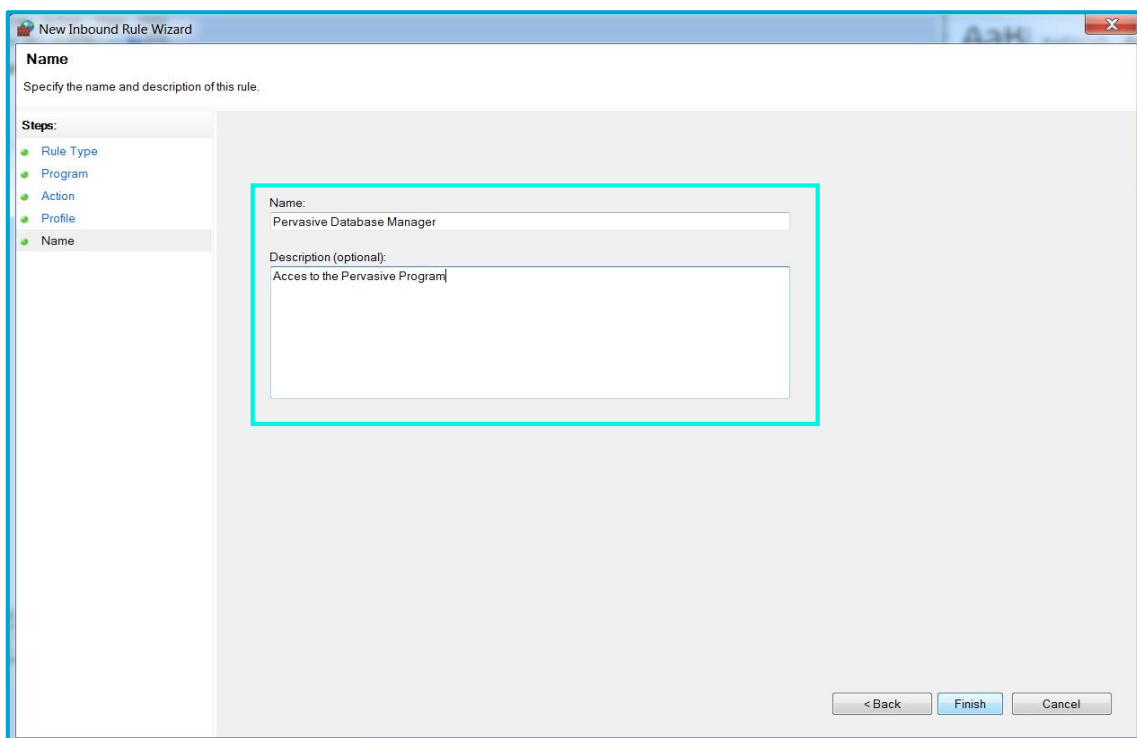
- Click **Next**
- The **'Action'** screen will display
- Ensure **Allow the connection** is selected



- Click **Next**
- The **'Profile'** screen will display



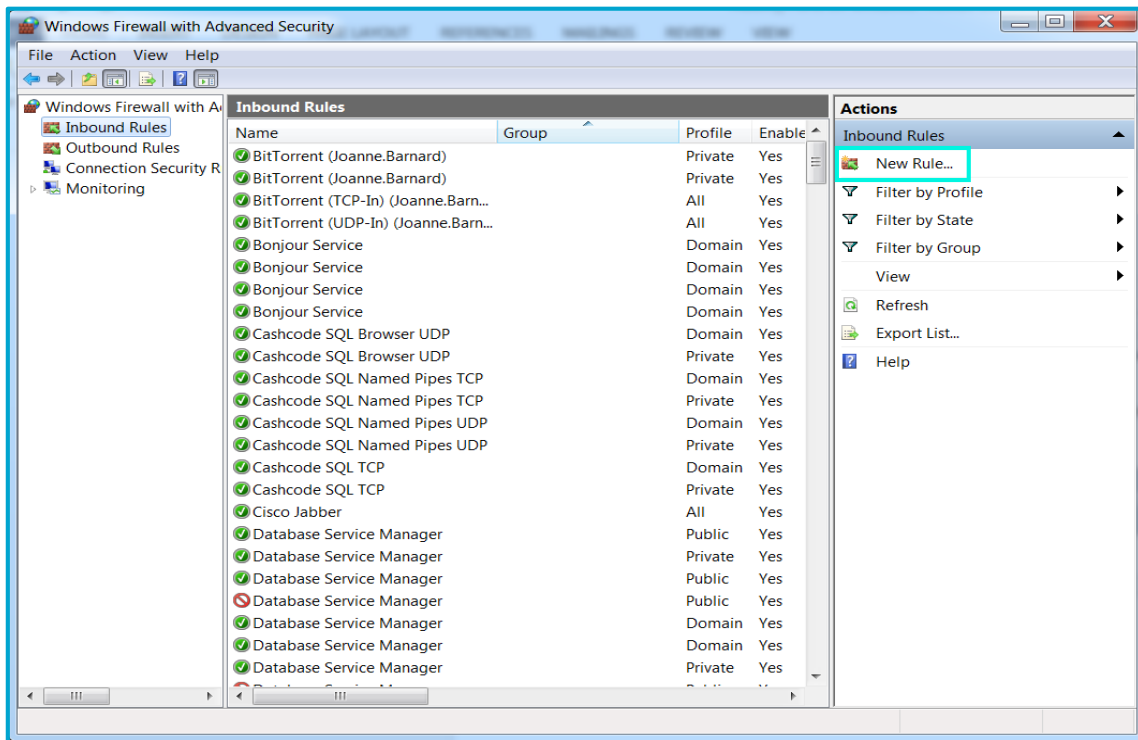
- Select the Profiles that the rule needs to be applied to. If you are unsure please contact your IT Technician or Network Administrator for assistance on which Profiles to select.
- Click **Next**
- The '**Name**' screen will display



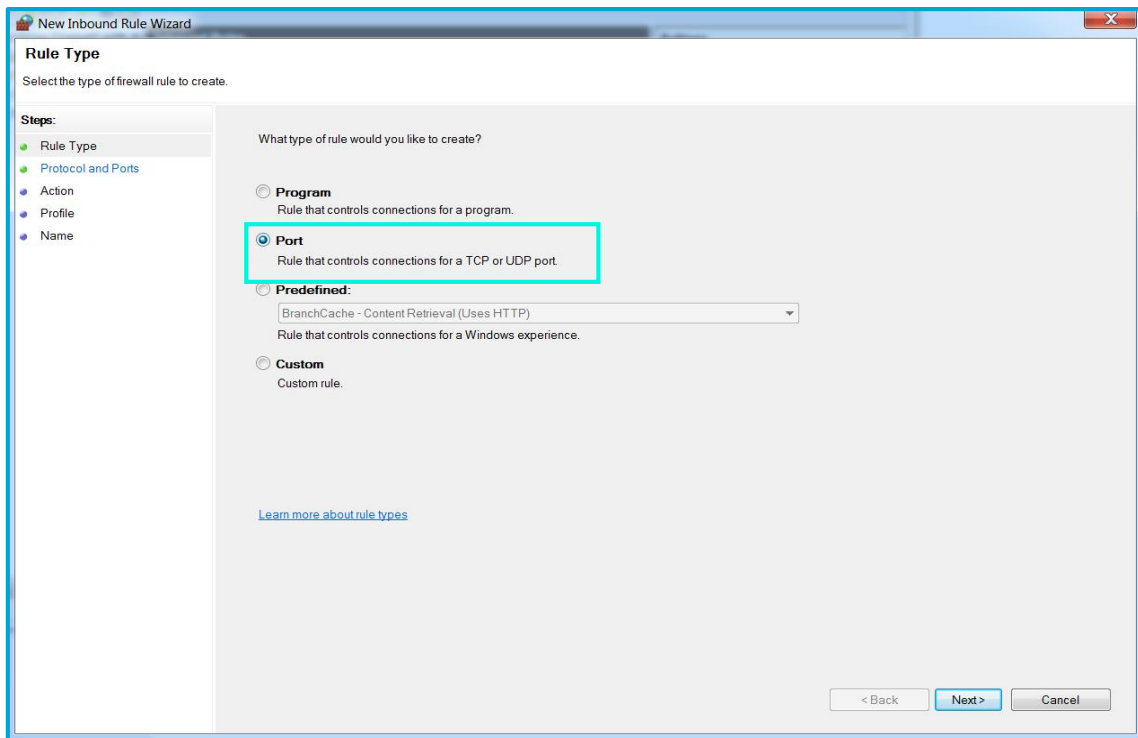
- Enter a **Name** i.e. Pervasive Database Manager
- Optionally you can enter a Description i.e. Access to Pervasive Program/Database
- Click **Finish** to save the rule

## To add the Pervasive Ports

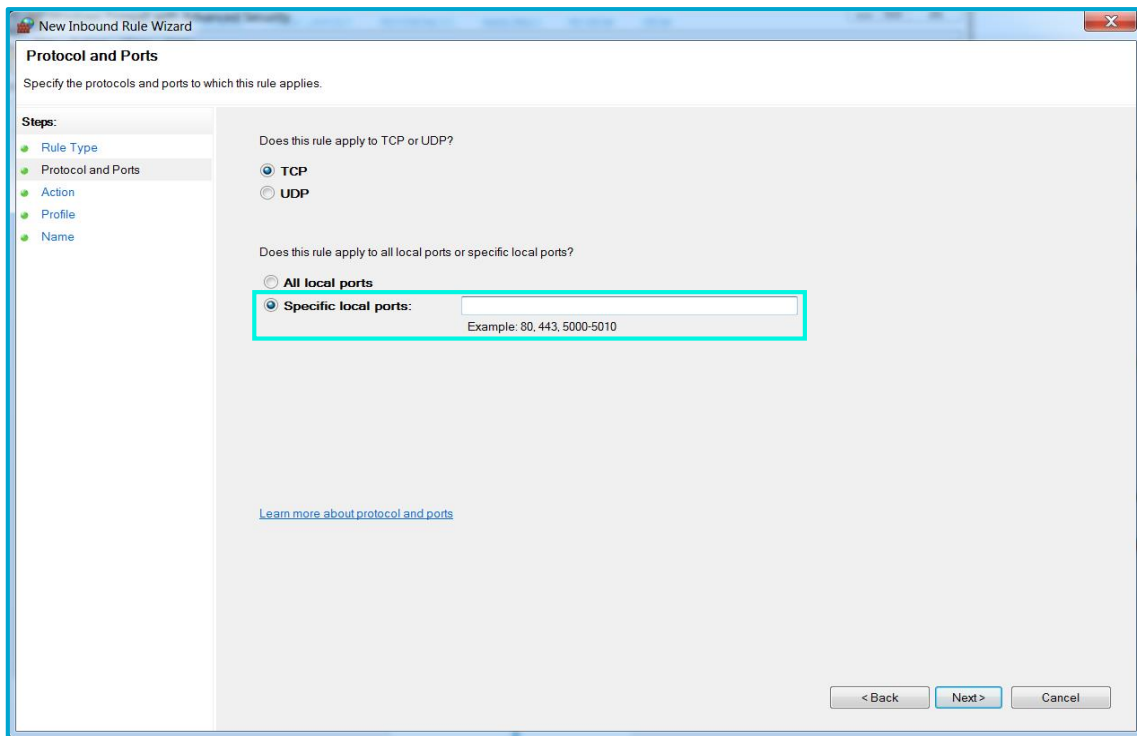
- Select the option **Inbound Rules**
- Select the option **New Rule...**



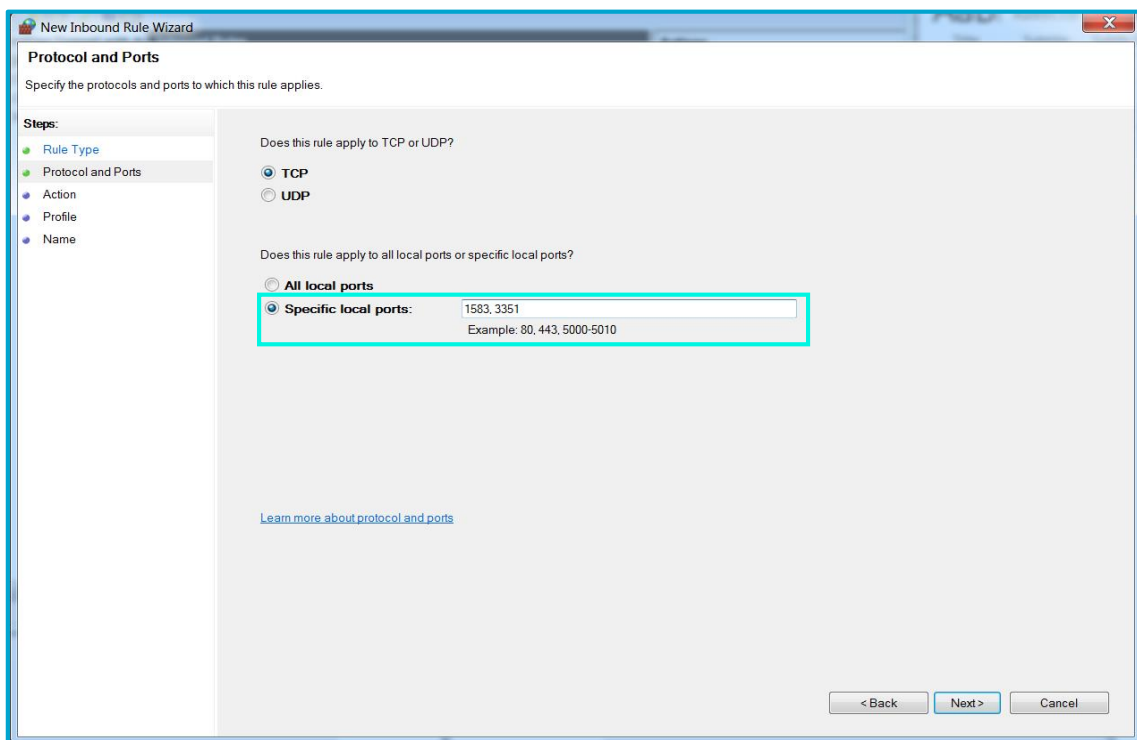
- The '**New Inbound Rule Wizard**' will launch and the '**Rule Type**' screen will display



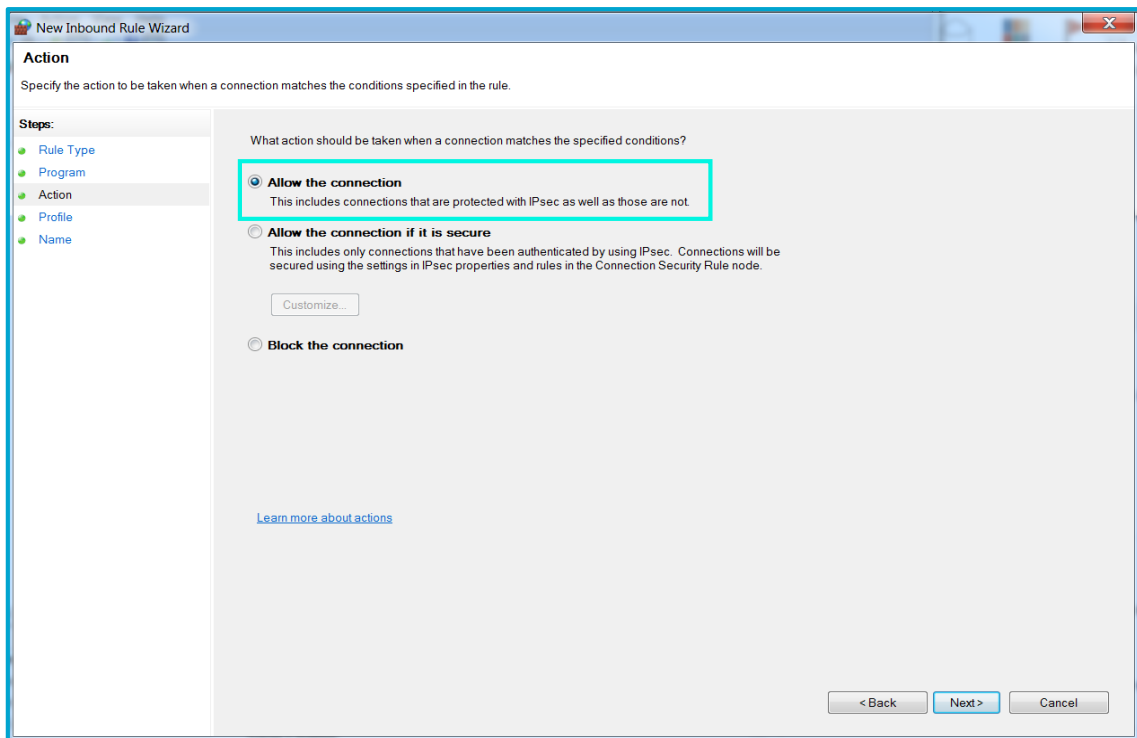
- Select the option **Port**
- Click **Next**
- The '**Protocol and Ports**' screen will display



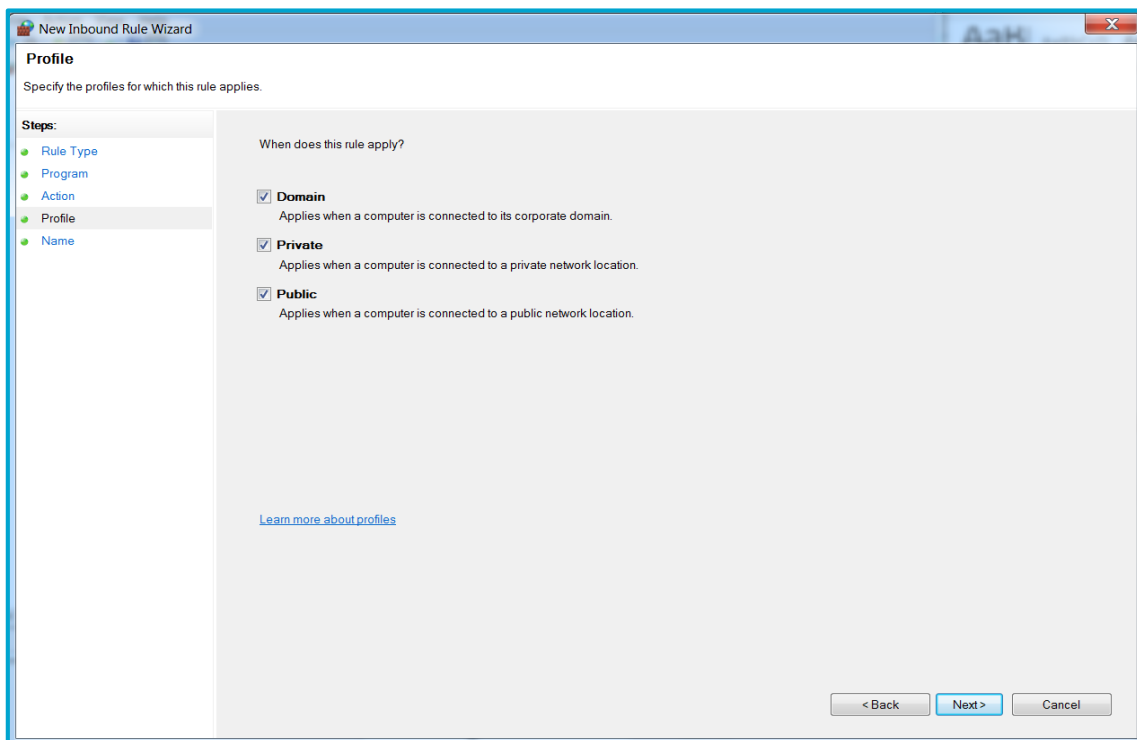
- Select **Specific local ports**
- Enter **1583, 3351**



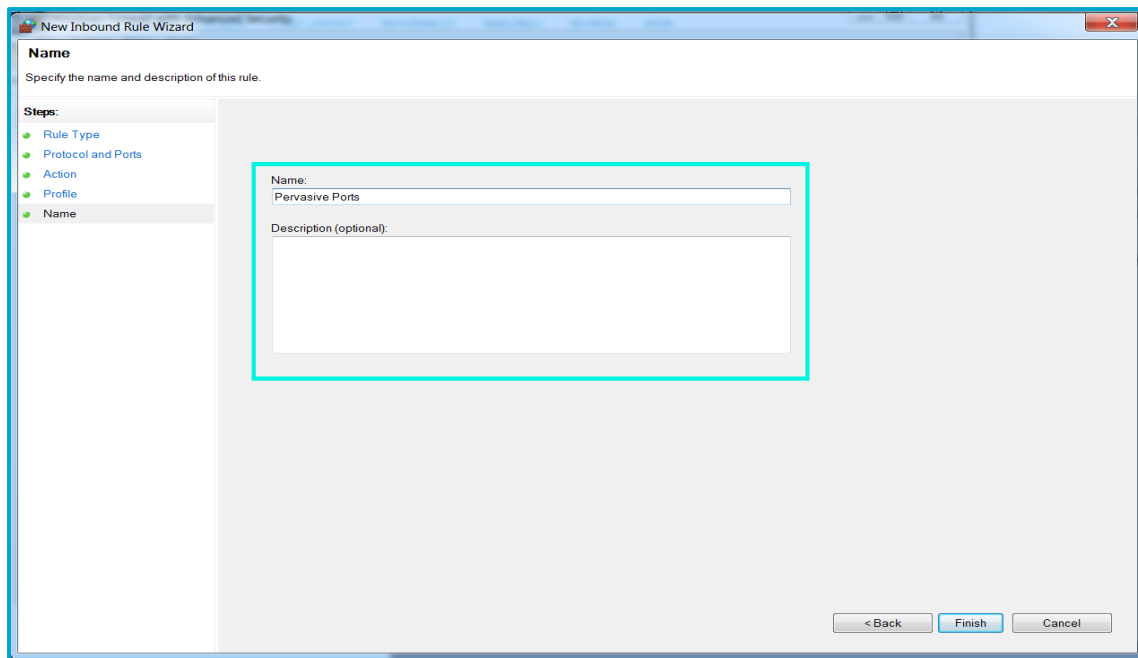
- Click **Next**
- The 'Action' screen will display
- Ensure **Allow the connection** is selected



- Click **Next**
- The '**Profile**' screen will display



- Select the Profiles that the rule needs to be applied to. If you are unsure please contact you IT Technician or Network Administrator for assistance on which Profiles to select.
- Click **Next**
- The '**Name**' screen will display



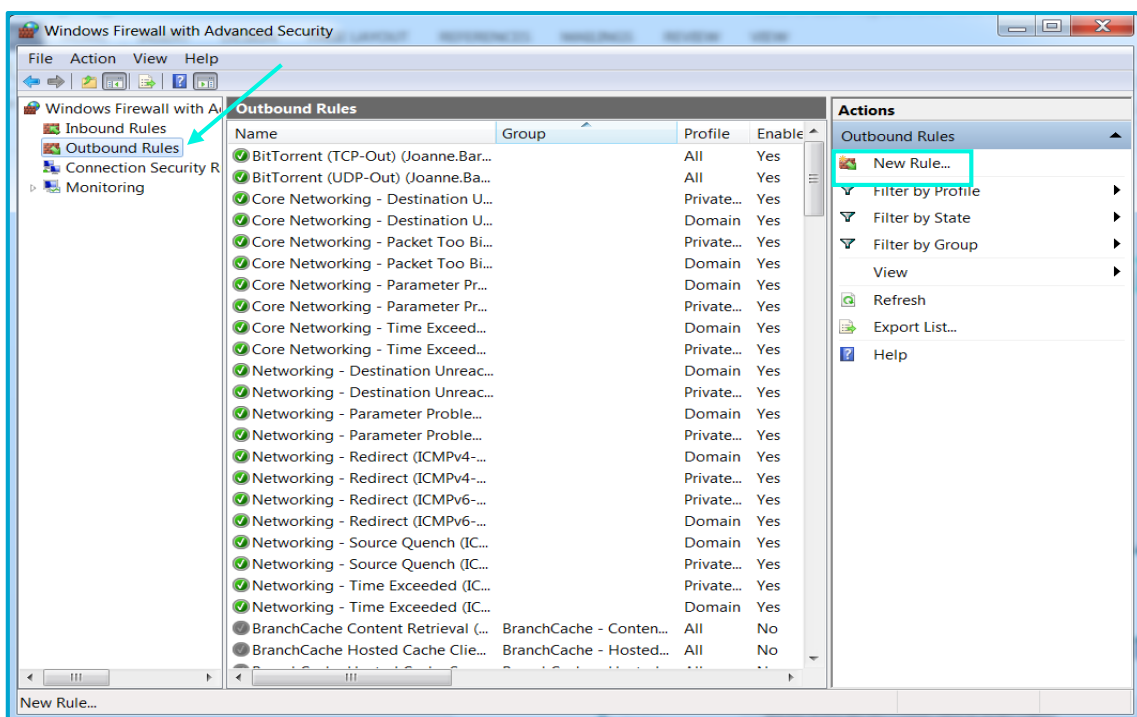
- Enter a **Name** i.e. Pervasive Ports
- Optionally you can enter a Description i.e. Access to Pervasive Ports
- Click **Finish** to save the rule

Please ensure the **Pervasive Database Manager** and **ports** are added as **exceptions** to the **outbound rules**.

**NOTE:** The steps are the **same** to add an **outbound rule** as to add an **inbound rule**.

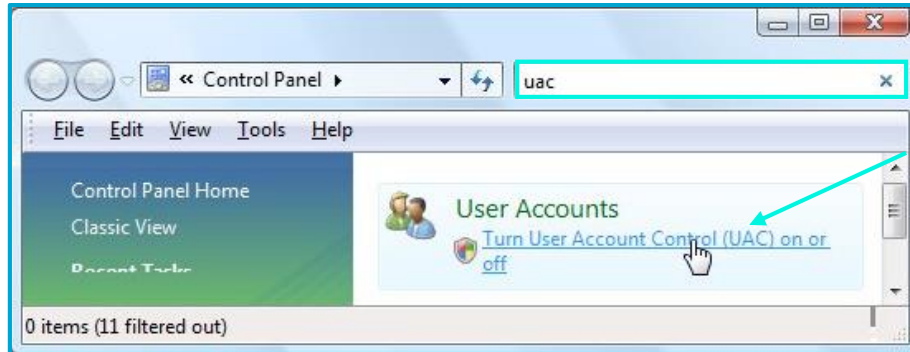
### To add an Outbound Rule

- Select **Outbound Rules**
- Select **New Rule**

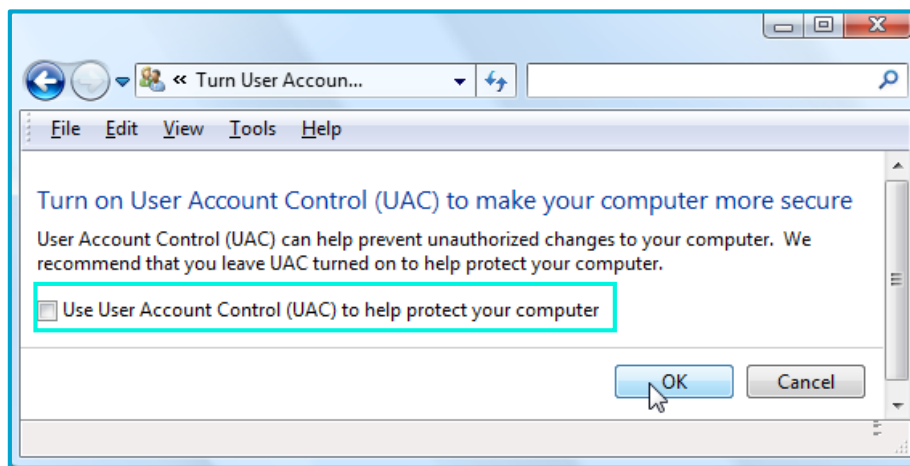


## How to turn off the User Account Control in Windows Vista

- Go to **Start| Control Panel**
- In the **search** type in **UAC** and press 'Enter' on your keyboard



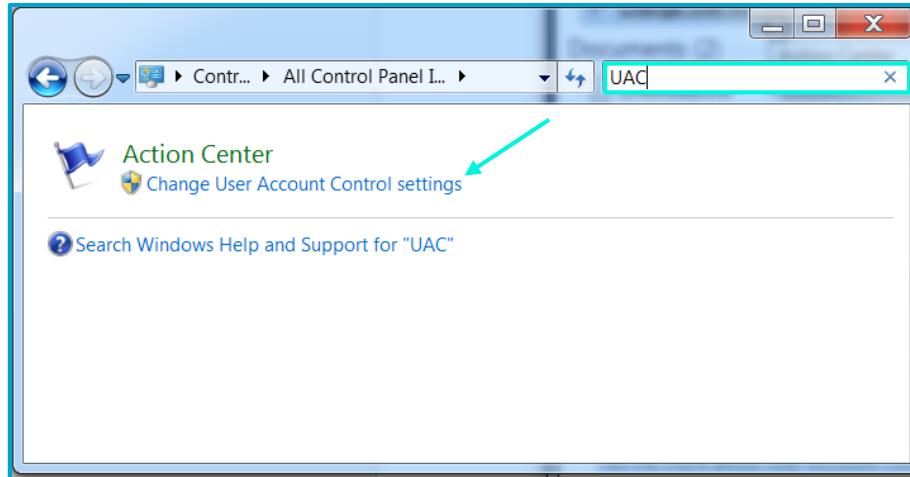
- Click on the option 'Turn user Account Control (UAC) on or off'
- The 'Turn on User Account Control (UAC) to make your computer more secure' screen will display



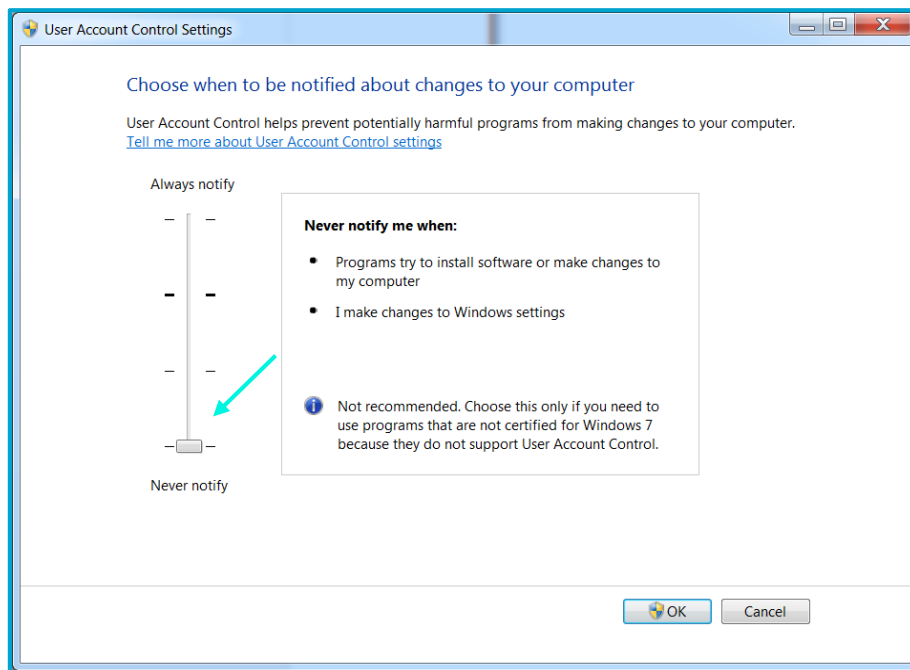
- Ensure the option Use **User Account Control (UAC)** to help protect your computer is **not** ticked

## How to turn off the User Account Control in Windows 7

- Go to **Start| Control Panel**
- In the **search** type in **UAC** and press 'Enter' on your keyboard



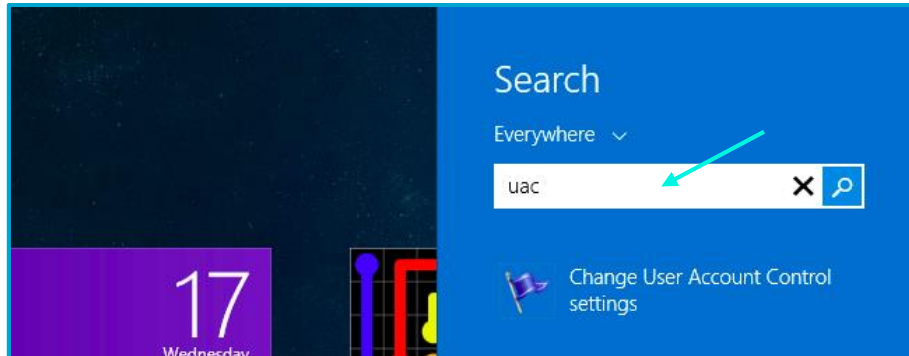
- Click on the option '**Change User Account Control Settings**'
- The '**User Account Control Settings**' screen will display



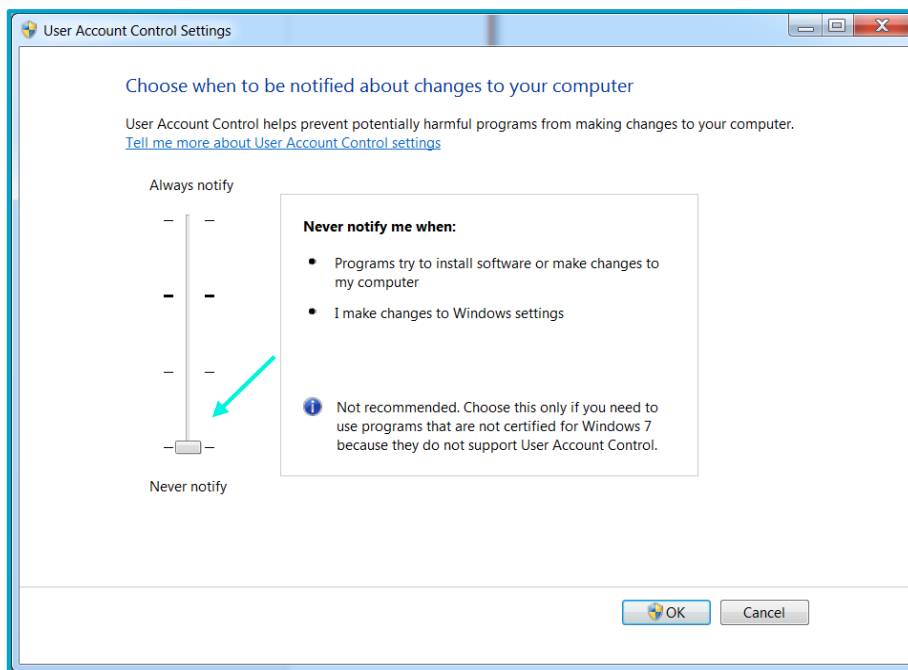
- Ensure the **slider** is at the bottom on **Never notify**

## How to turn off the User Account Control in Windows 8 and Windows 10

- Click the **Start button**
- Search for **UAC**



- Select the option **Change User Account Control settings**
- The '**User Account Control Settings**' screen will display



- Ensure the **slider** is at the bottom on **Never notify**