

## Status 161

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Status 161 is related to Pervasive, this can be that the licenses have not been applied correctly or the incorrect Pervasive have been installed.

### **This error will come up when**

- The incorrect version of Pervasive is installed on some or all the computers
- The Pervasive licenses are not correct

### **Programs that can block Pervasive from installing or running successfully:**

- Anti-Virus Programs: No exceptions added for Pervasive
- Windows Firewalls: If Pervasive ports have not been added
- User Account Control (UAC) Settings: Not turned off will block the licenses from applying

### **Checklist**

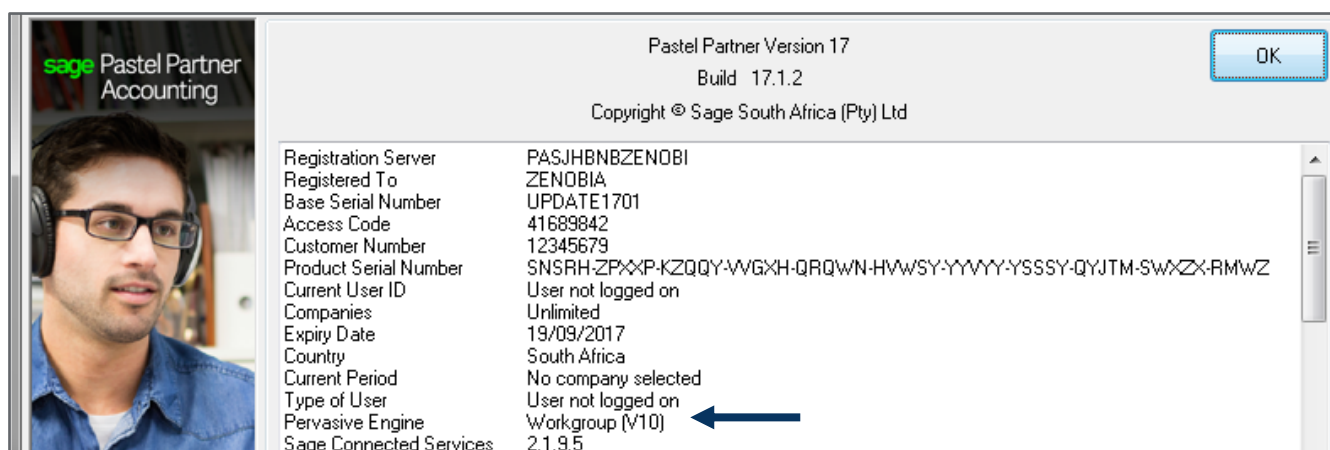
- Correct version of Pervasive Installed
- Pervasive Licensing
- Gateway Setup
- Windows Firewall: Adding Pervasive Ports
- User Account Control
- Pervasive not correctly installed

## Correct version of Pervasive Installed

In a multi-user environment the correct version of Pervasive needs to be installed on all the computers.

### Registered version

- Open Sage Pastel Accounting
- Select Help > About on the About screen look for **Pervasive Engine**, this is the version of Pervasive you are registered for

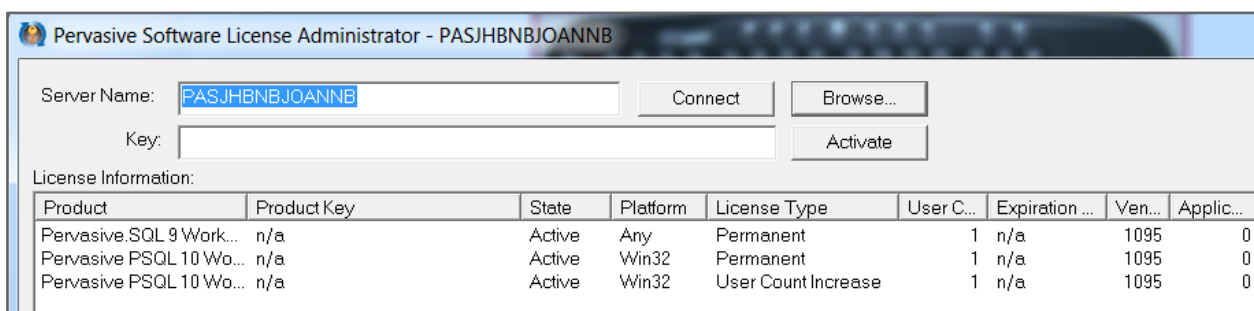


### Installed version

- Navigate to the **Control Panel** on the computers running Sage Pastel Accounting
- Select **Programs and Features**, look for **Pervasive PSQL v8,9 or 10**
- Ensure that the version and type of Pervasive installed is the same as in Sage Pastel Accounting  
Example Sage Pastel Accounting shows Pervasive V10 Workgroup, installed also 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

## Pervasive Licensing

- 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:** Will show 1 line, the license type will be **Permanent**, this license will show the total of users you are registered for example: Permanent 5

**Version 10:** Will show 2 lines, **1 Permanent and one User Count Increase**. Example if you are registered for 5 users you would have 1 Permanent and one User Count Increase of

## Gateway Setup

Setting up the server as a Gateway for Pervasive will force the workstations to point to one computer when it comes to Pervasive

This process needs to be followed on the server as well as all the workstations

- Select Start > Search for **Gateway Locator**
- Select the **Change** button
- Ensure **Assign a Gateway** is selected
- Select the 3 dots to browse for the server, ensure the **Server Name** is selected under **Enter the computer name of the gateway**
- Select **OK**
- Where it says **Gateway assigned to**, should show the server name

## Windows Firewall: Adding Pervasive Ports

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 these Pervasive Ports can also assist in preventing specific errors and streamline the speed of the Sage Pastel program.

### Adding the Program:

- Navigate to your **Control Panel**
- Select the option **Windows Firewall**
  - Select **Advanced Settings**
  - Select **Inbound Rules**, right click and select **New Rule...**
- The **New Inbound Rule Wizard** will open and the **Rule Type** screen will display
  - Select **Program**, select **Next**

- On the **Program** screen, select **Browse**
- Go to **C:\Program Files (x86)\Pervasive Software\PSQL\bin**
- Select the file **w3dbsmgr.exe**
- Select **Open**, the path will pull through on the Program screen
- Select **Next**
- The **Action** screen will display, ensure **Allow the connection** is selected
- Select **Next**
- The **Profile** screen will display, on this screen you would need to 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
- Select **Next**
- On the **Name** screen enter the information as shown in the screen shot below

Name:  
Pervasive Database Manager

Description (optional):  
Access to Pervasive Program/Database

- Select **Finish** to save the rule

## Adding the Pervasive Ports:

- Select **Inbound Rules**, right click and select **New Rule....**
- Select the **Port**, select **Next**
- The **Protocol and Ports** screen will display
- Select **TCP** and **Specific local ports**, type in **1583, 3351**

Does this rule apply to all local ports or specific local ports?

All local ports

Specific local ports: 1583, 3351

Example: 80, 443, 5000-5010

- Select **Next**
- Ensure **Allow the connection** is selected, select **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.
- Select **Next**
- The **Name** screen will display type in Pervasive Ports
- Select **Finish** to save the rule



### Important Note

Outbound rules also needs to be added. Steps to add the outbound rule are exactly the same as adding the inbound rule.

## User Account Control

Before installing Sage Pastel Accounting please ensure that the User Account Control or UAC is turned off as some of the features for Sage Pastel Accounting do not function properly if the User Account Control is on.

### Windows Vista

- Select Start > Control Panel > User Accounts
- Select **Turn user Account Control (UAC) on or off**
- Deselect the following option **User Account Control (UAC) to help protect your computer**

### Windows 7

- Select Start > Control Panel > User Accounts
- Select **Change User Account Control Settings**, ensure the slider is at the bottom on **Never notify**

### Windows 8 and Windows 10

- Select **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**

## Pervasive not correctly installed

- You would need to remove Pervasive completely and reinstall

Refer to the document [Uninstalling and Installing Pervasive V9 – V10](#)