

Sage *Pastel Accounting*

Error Code 20

Error Code 20 occurs in the following circumstances:

- The Pervasive Engine or Service is not running
- The Pervasive is not licensed
- The Pervasive components were not correctly installed
- The workstation cannot create a link to the Server engine when using Pervasive Client/Server

Programs that can block Pervasive from installing or run successfully:

- Anti-Virus programs – If there are 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

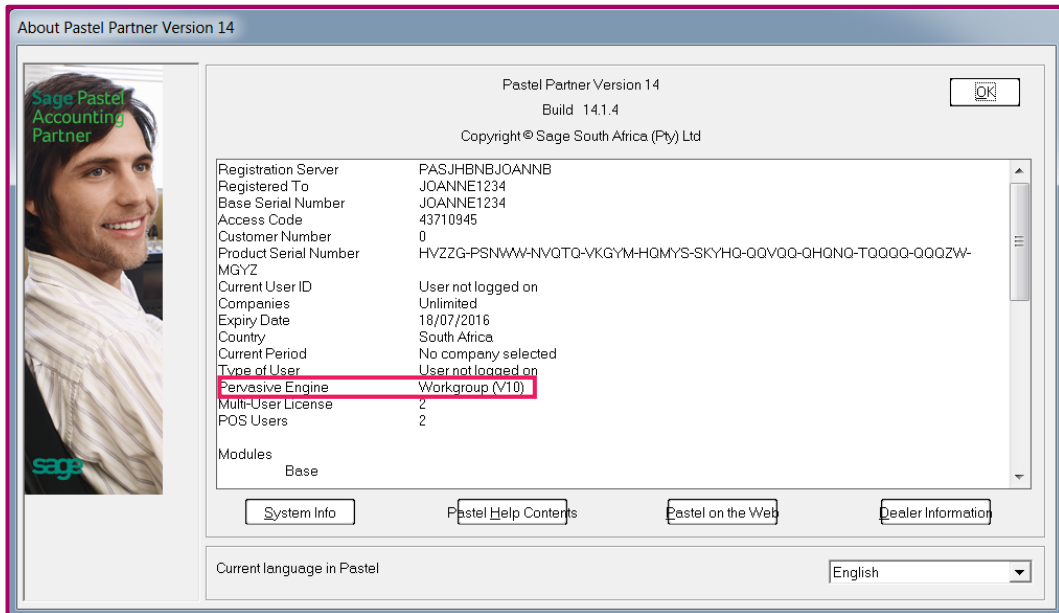
Possible solutions:

1	<u>Is the Pervasive Installed, the Pervasive loaded on the PC</u>
2	<u>Is the Pervasive Engine or Service Running</u>
3	<u>Is Pervasive correctly Licensed</u>
4	<u>Uninstalling and Re-Installing Pervasive</u>
5	<u>Is the Start In on the Sage Pastel shortcut correct (Client/Server)</u>
6	<u>Is the Pervasive Database and Ports added to the Windows Firewall</u>
7	<u>Are the User Account Control Settings turned off</u>

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:

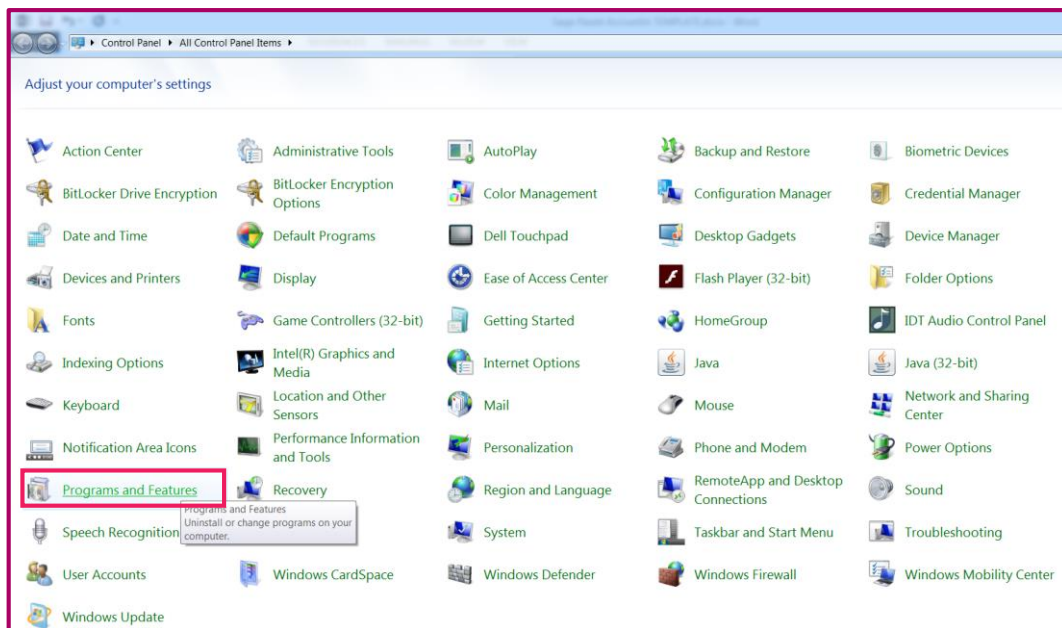
- Go to a machine that can **access Sage Pastel Accounting**
- Click on **Help| About**
- The **'About Pastel'** screen will display



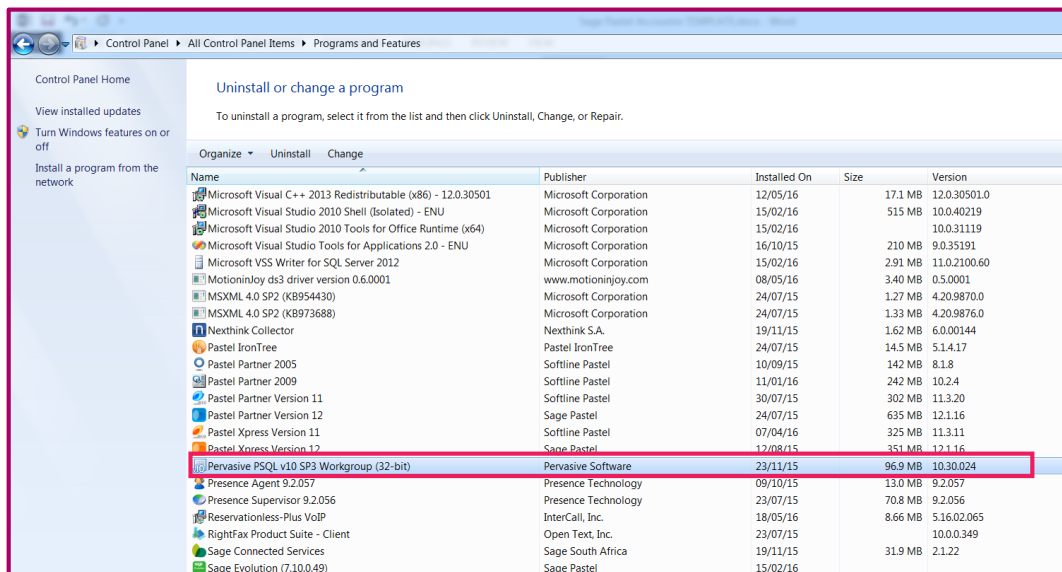
- The **type** and **version** of Pervasive will display next to the **Pervasive Engine** i.e. **Workgroup (V10)**

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'**



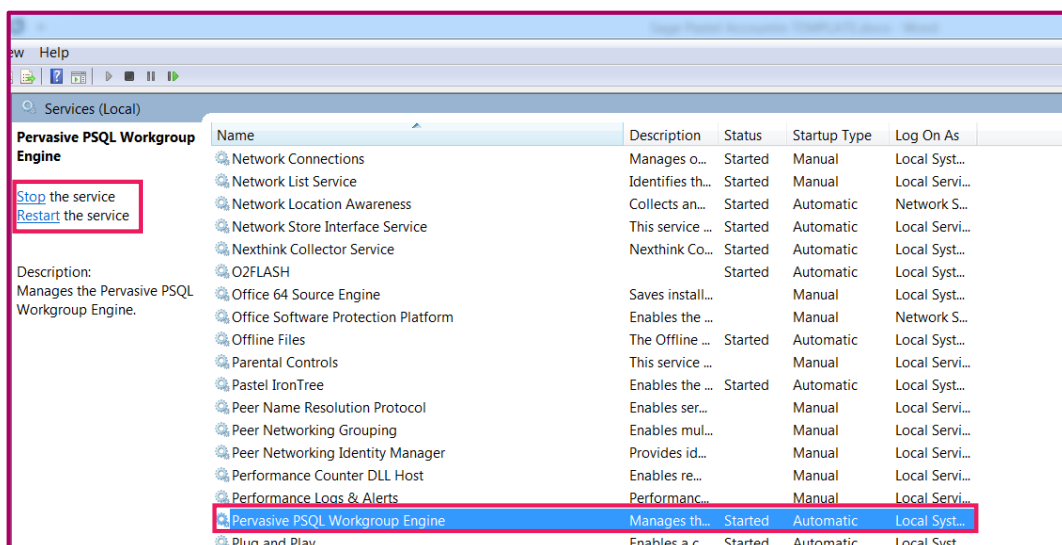
- Look for **Pervasive** in the list of Programs the display:



- 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 Engine or Service is running:

- On Windows 7 go to **Start| All Programs| Pervasive| Engines**
- On Windows 8 and Windows 10 use the **search option** and type **Engines**
- Select **Stop Engine**
- Click **OK**
- Select **Start Engine**
- Click **OK**
- Should you **not find** the option **Engines** navigate to the **Control Panel**
- Select **Administrative tools**
- Select **Services**
- Look for and click **Pervasive PSQL Engine**
- Select **Start** or **Restart** the Service on the **top left** of the screen depending on which option is available:

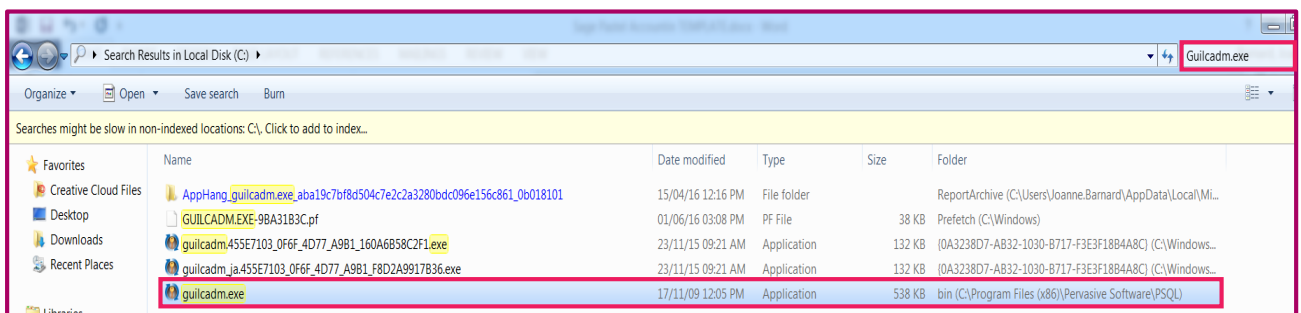


To check if Pervasive is licensed:

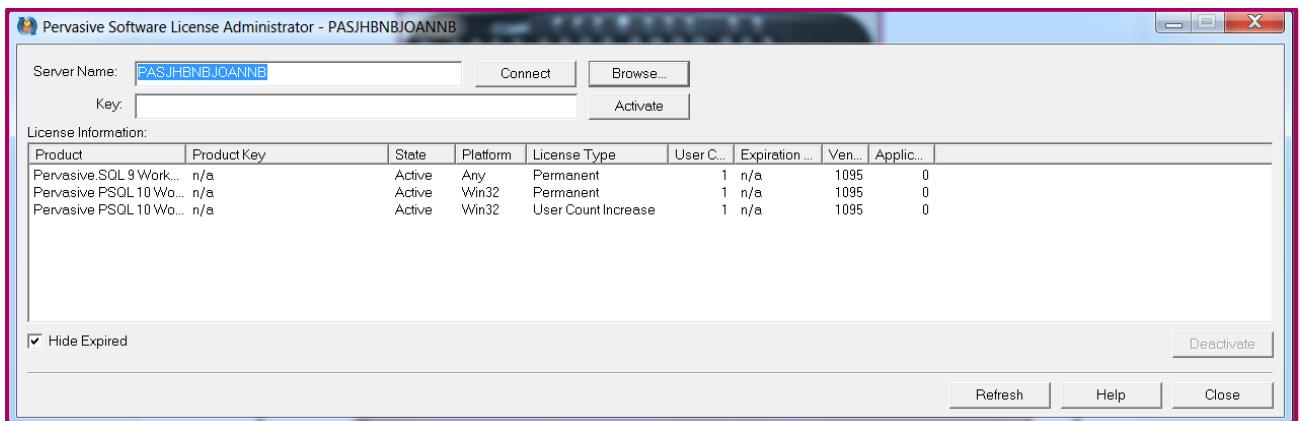
- Open your **Windows Explorer** (Hold the **Windows + E** key on your keyboard simultaneously)



- 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

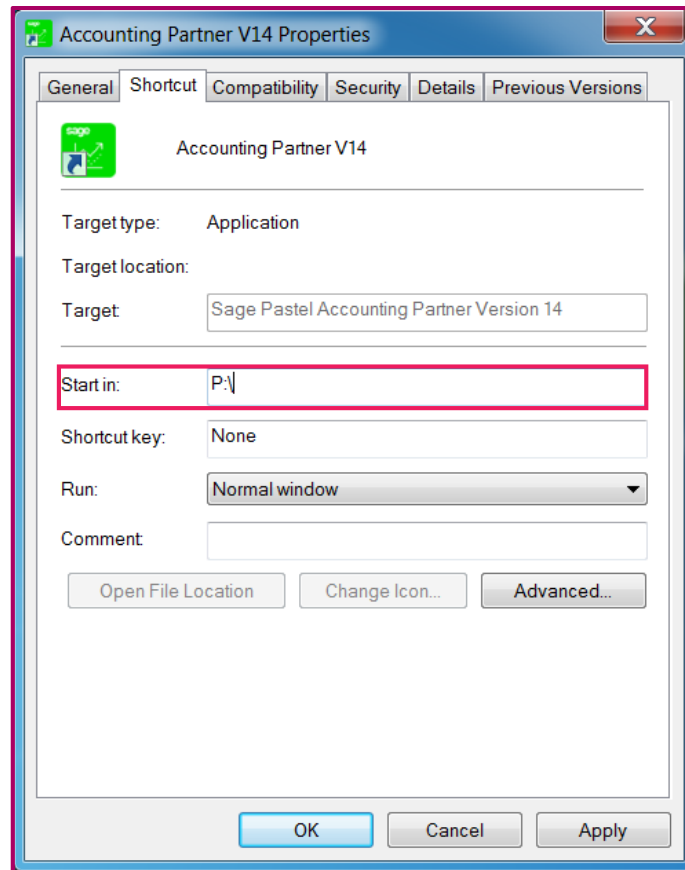
- **2 lines**
- 1 line showing a **1 user permanent license**
- A **2nd line** to show the **user count increase** i.e. 5 users would show as Permanent 1 user count increase 4

The Pervasive components were not correctly installed:

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

The workstation cannot create a link to the Server engine when using Pervasive Client/Server

- On the workstation, right click on the **Pastel icon** on the desktop
- Select **properties**
- Select Shortcut **Start In**



- Ensure that the **mapped network drive** is selected i.e. if the Server drive is **P:** from the workstation, the Start In should read '**P:**'

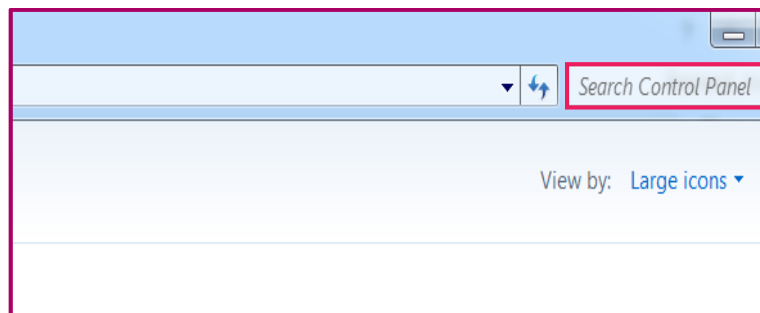
How to add the Pervasive Database Manager and ports to the Windows Firewall

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**.

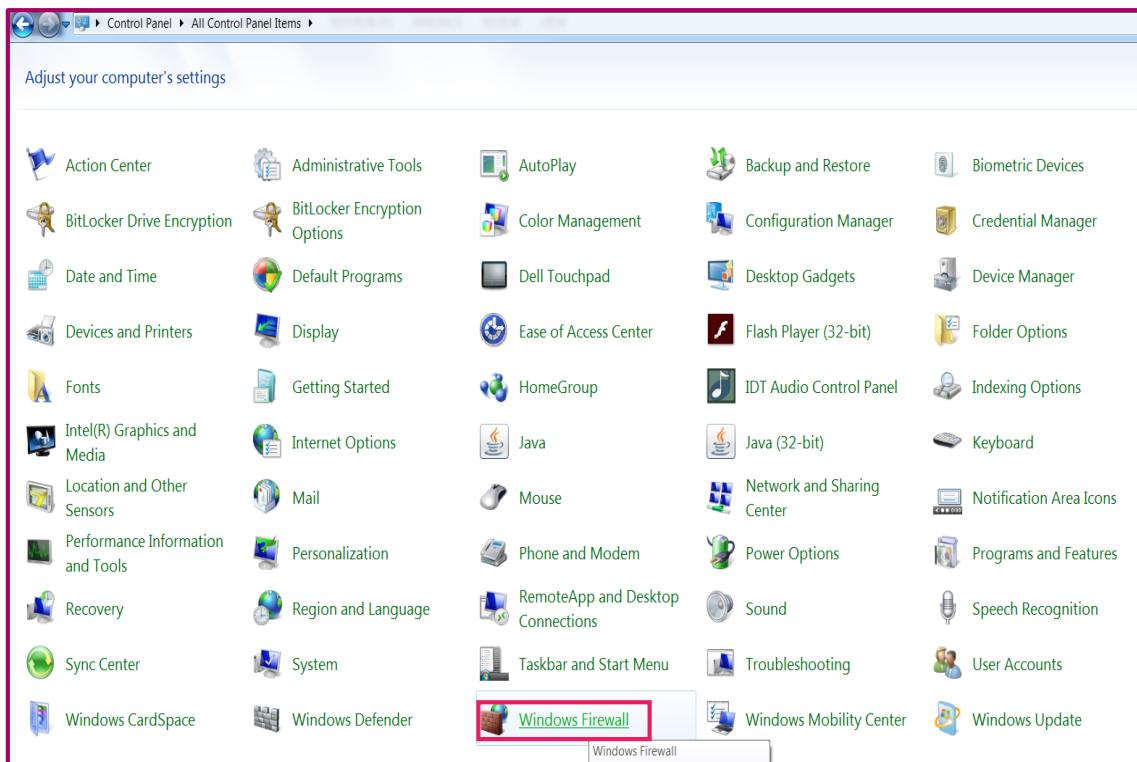
Adding the **Pervasive database manager** and **ports** can also assist in **preventing specific errors** and **streamline** the **speed** of the **Sage Pastel** program.

To add the Pervasive Database Manager:

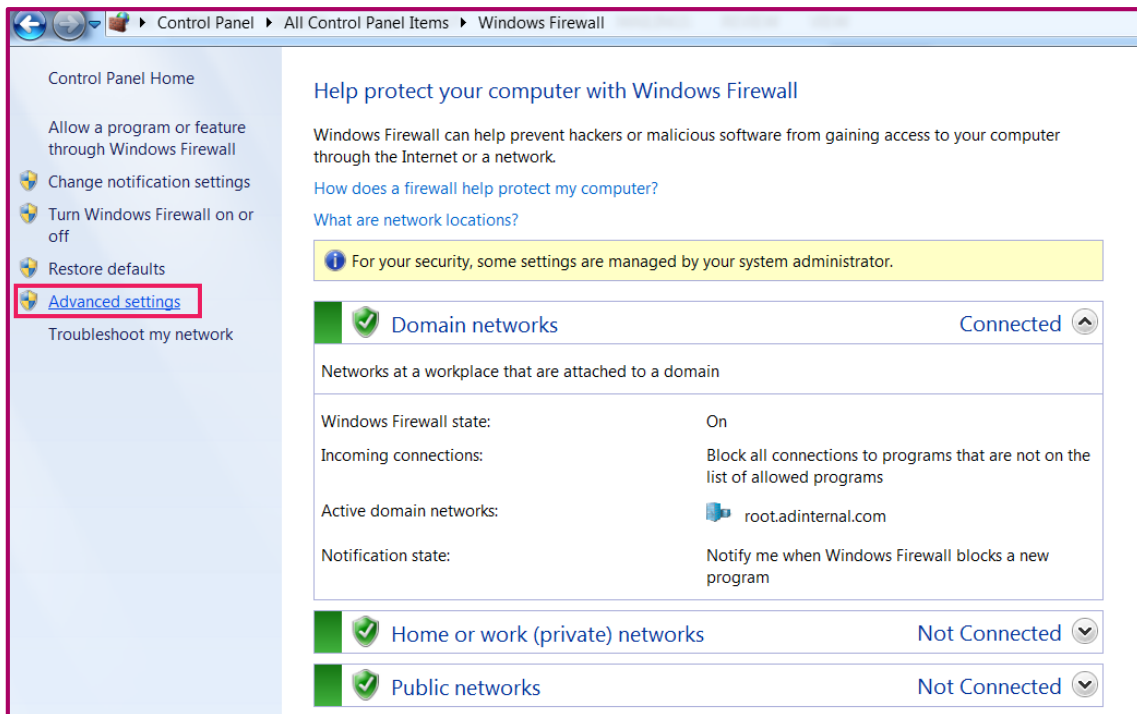
- Navigate to your **Control Panel**
- Ensure that the **View By** is set to either **Large icons** or **Small icons**



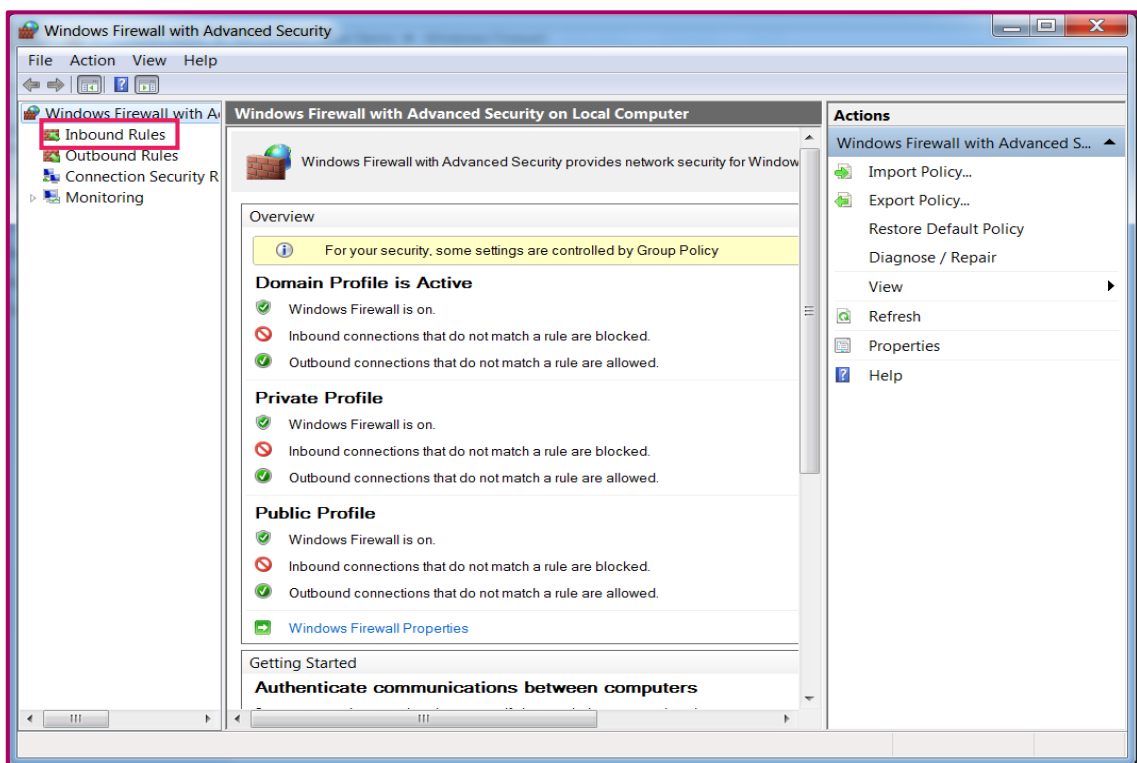
- Select the option **Windows Firewall**



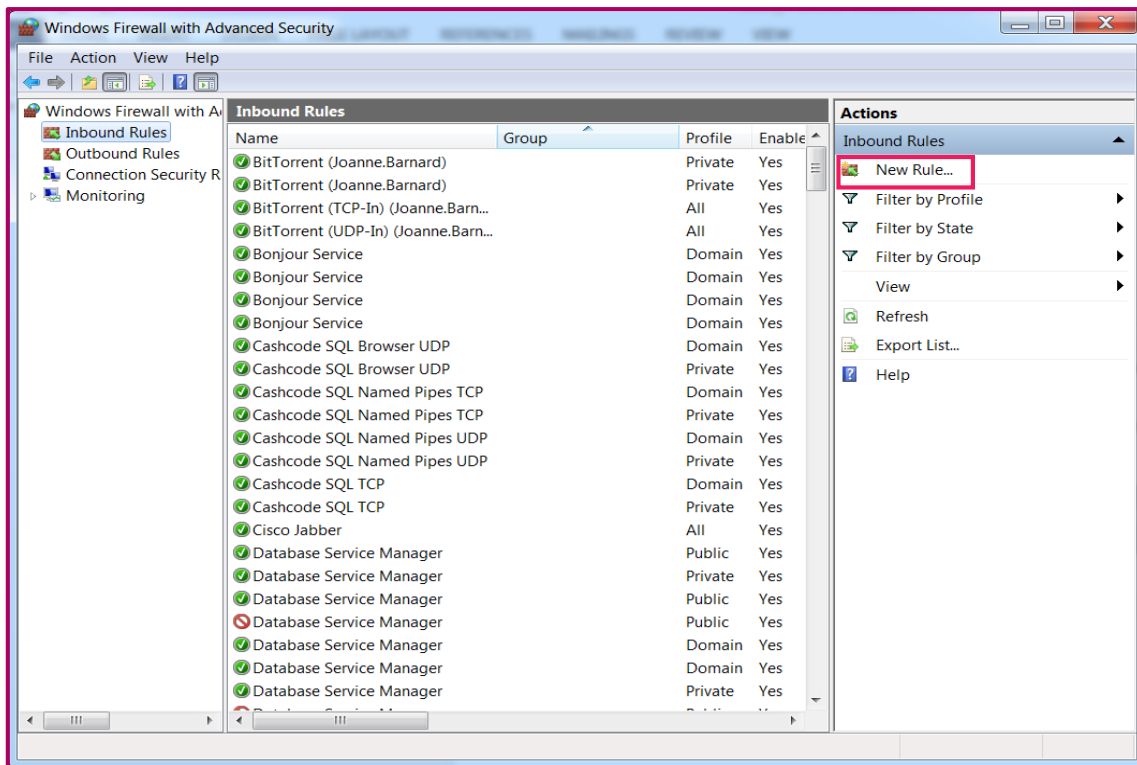
- Select the option **Advanced Settings**



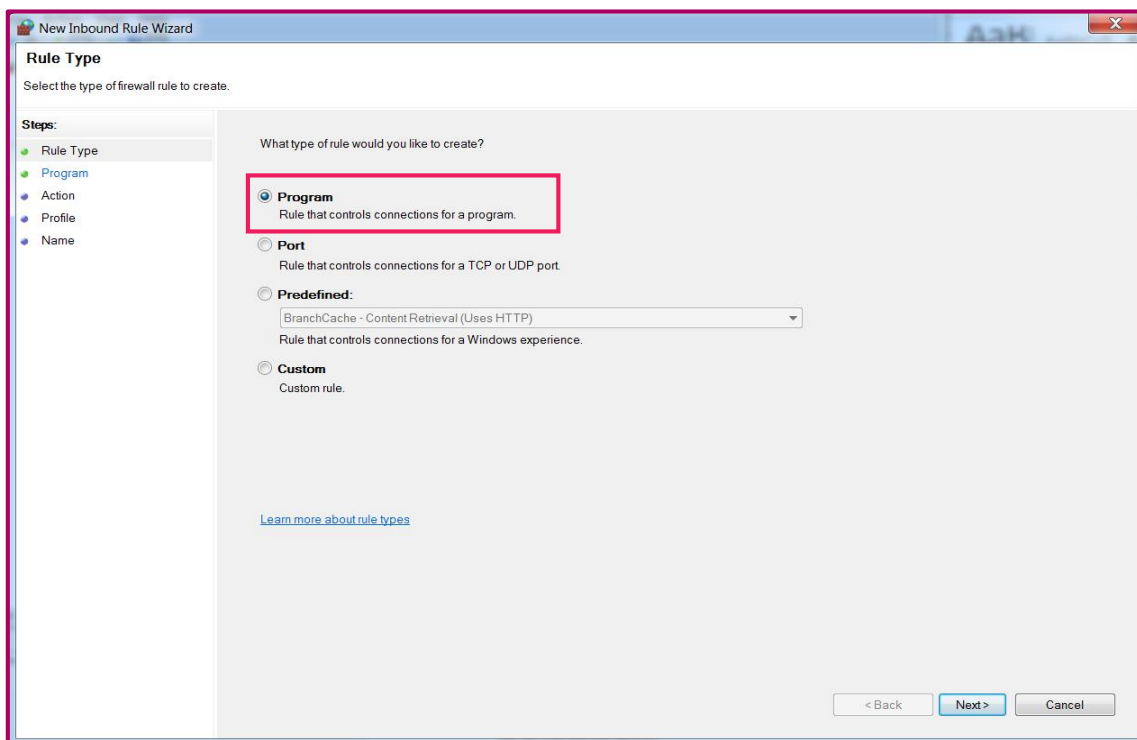
- The 'Windows Firewall with Advance Security' screen will display
- Select the option **Inbound Rules**



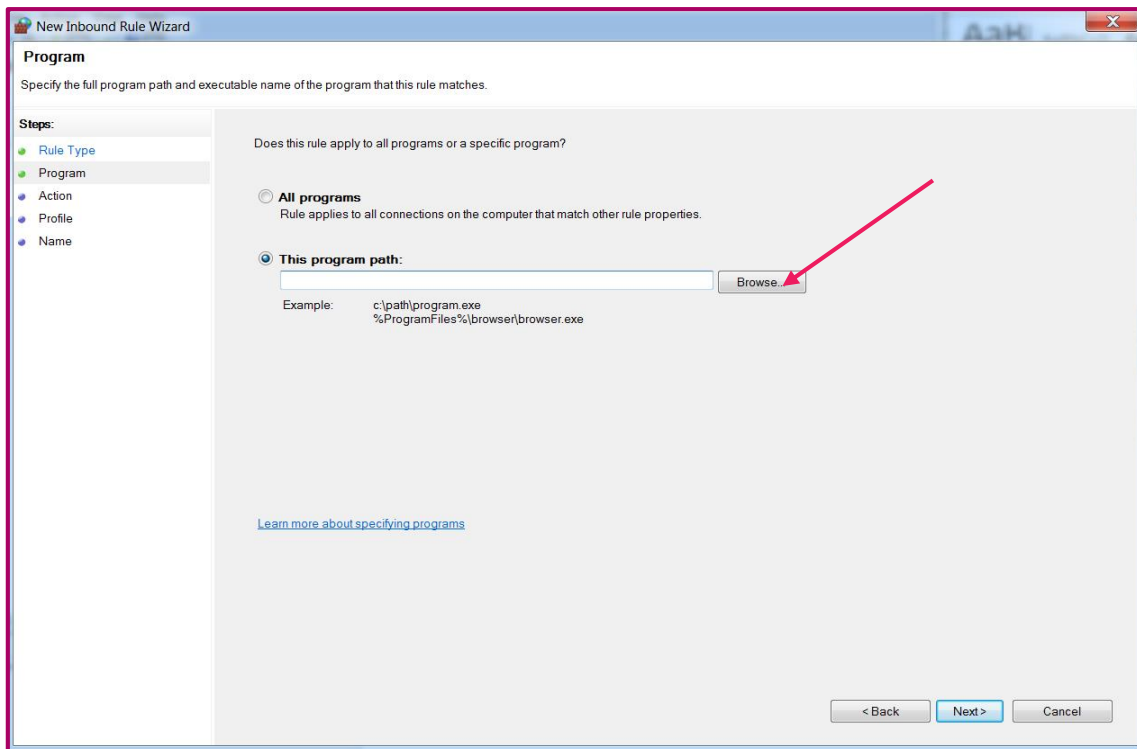
- Select the option **New Rule...**



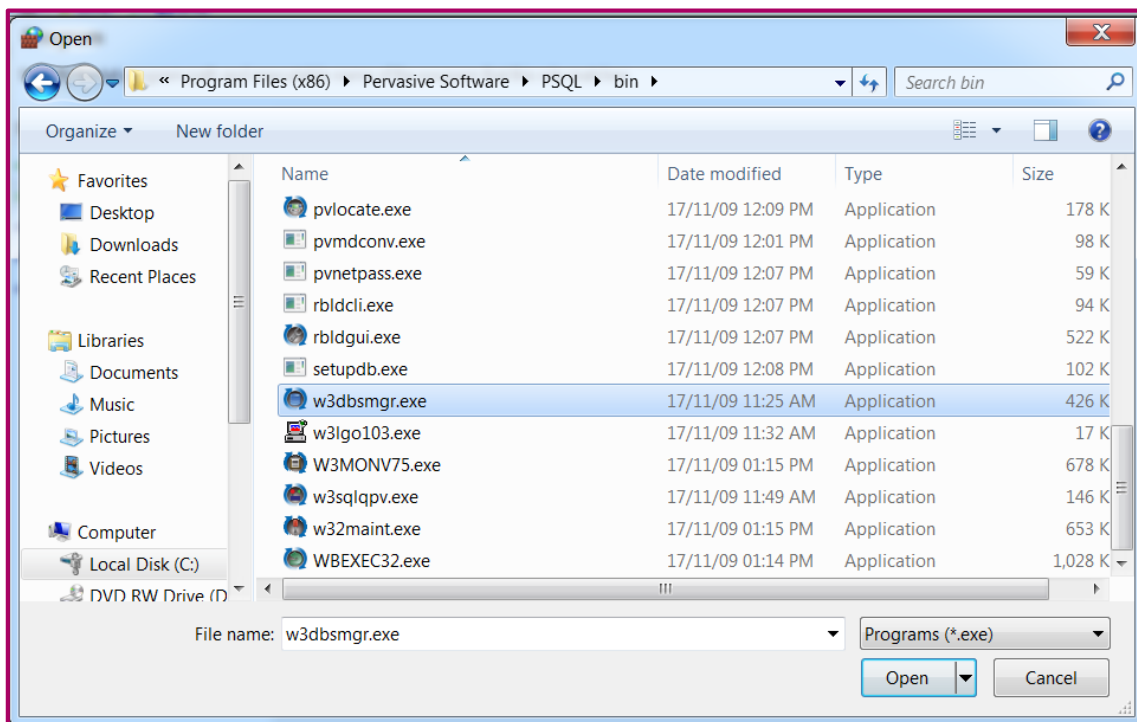
- The 'New Inbound Rule Wizard' will launch and the 'Rule Type' screen will display



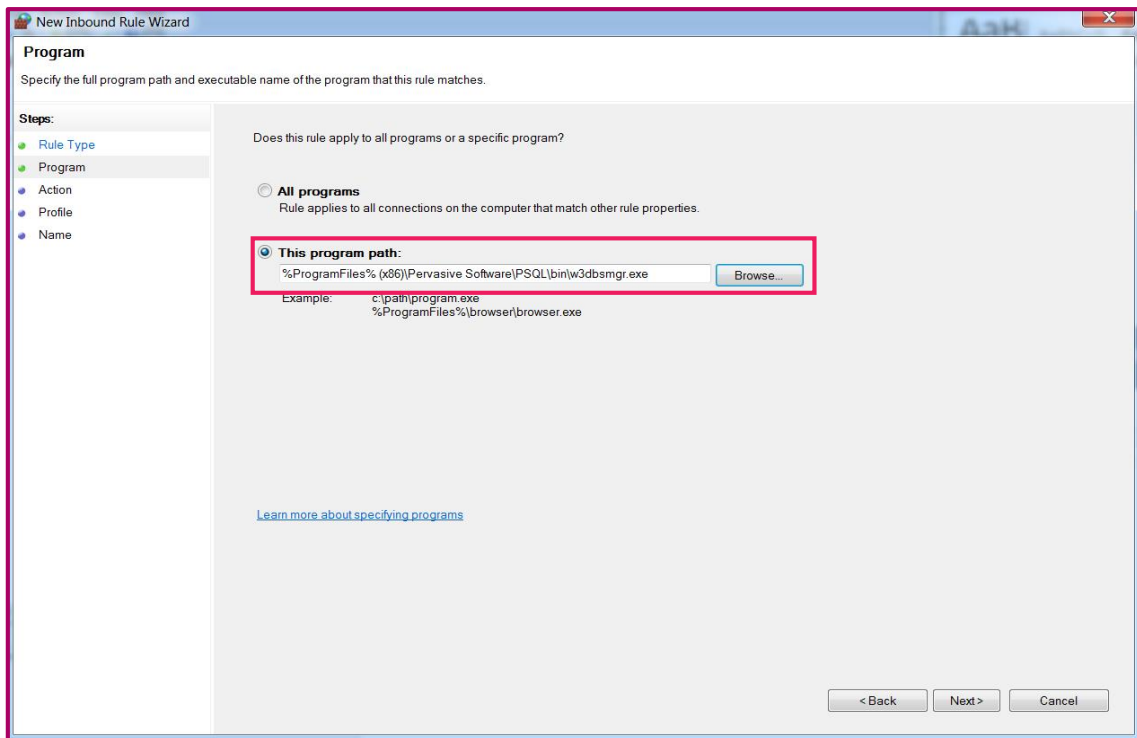
- Select the option **Program**
- Click **Next**
- The '**Program**' screen will display



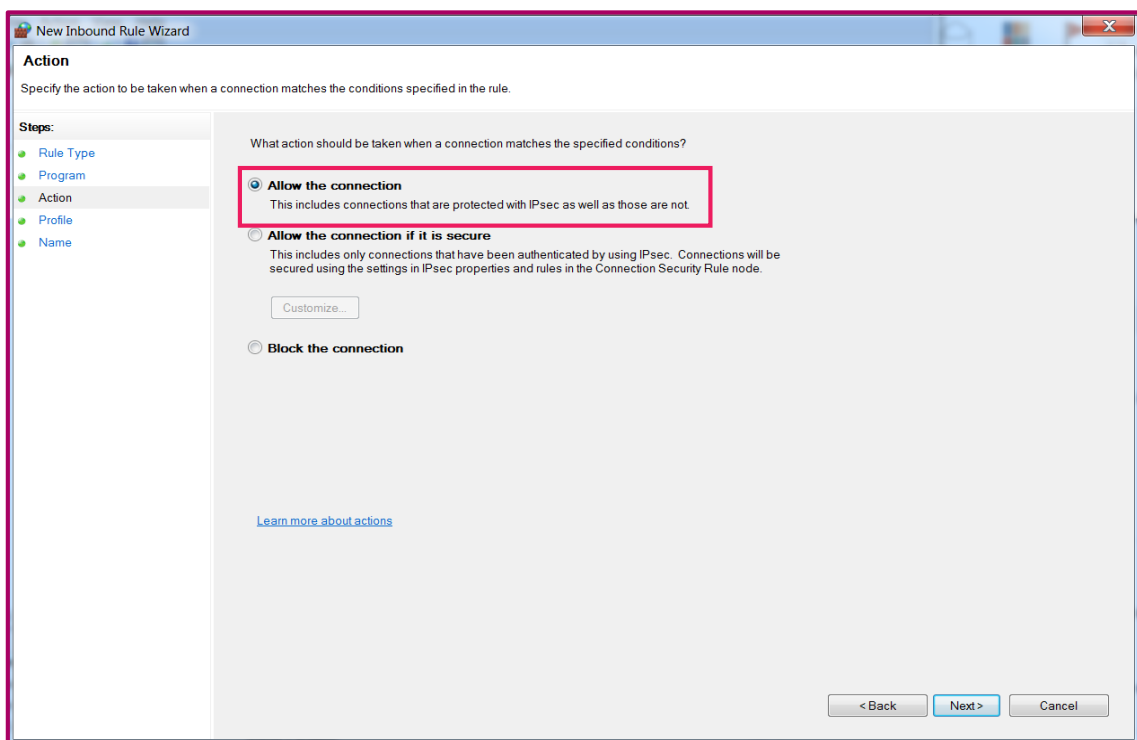
- Select 'This program path'
- Click **Browse**
- The '**Browse**' screen will launch



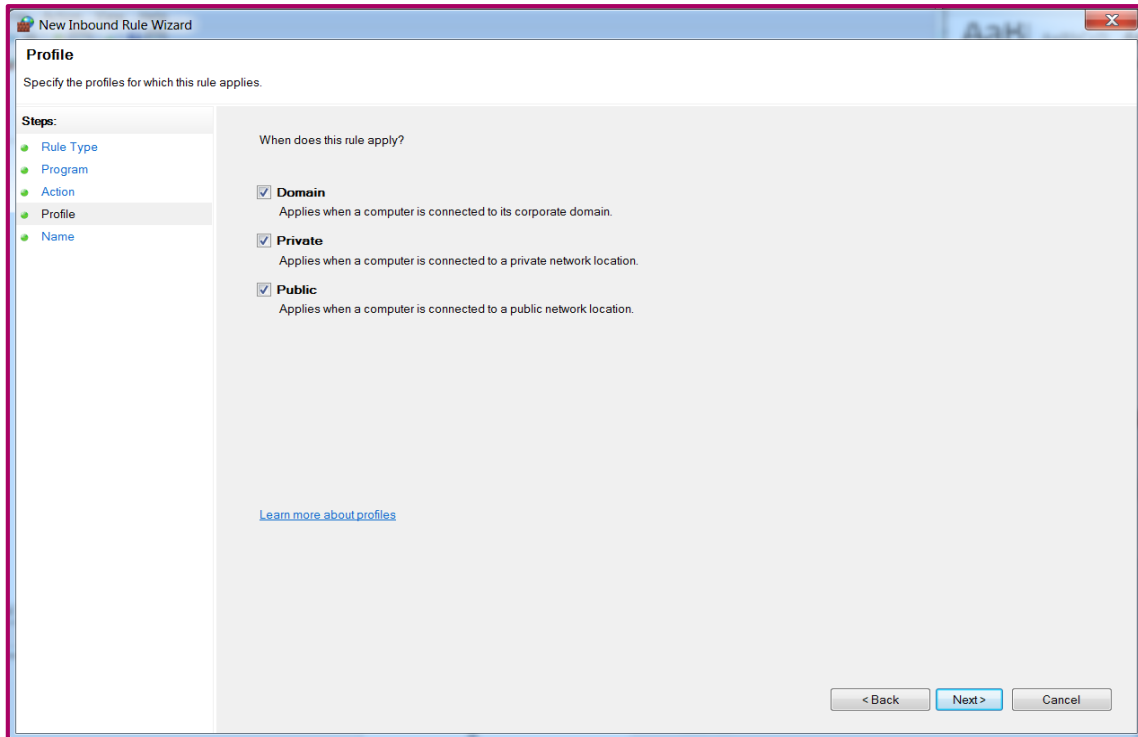
- Navigate to **C:\Program Files (x86)\Pervasive Software\PSQL\bin**
- Select the file **w3dbsmgr.exe**
- Click **Open**
- The '**Program**' screen will display with the path to the file you selected showing under the '**This program path:**'



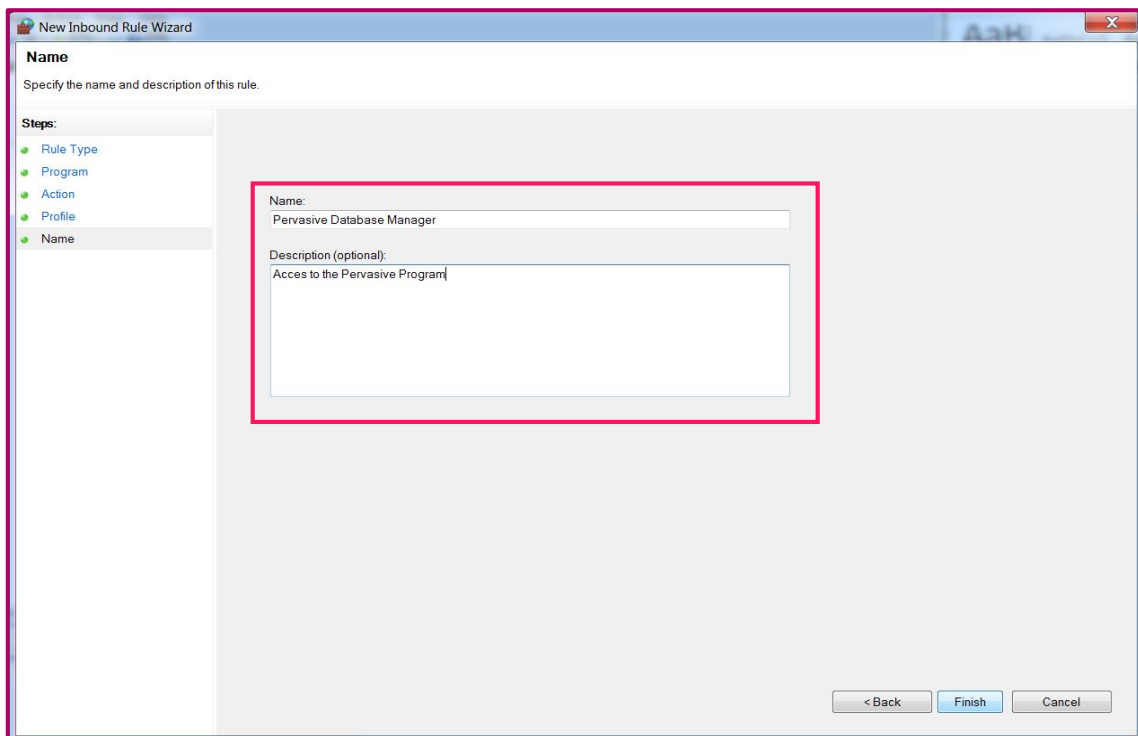
- Click **Next**
- The **'Action'** screen will display
- Ensure **Allow the connection** is selected



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



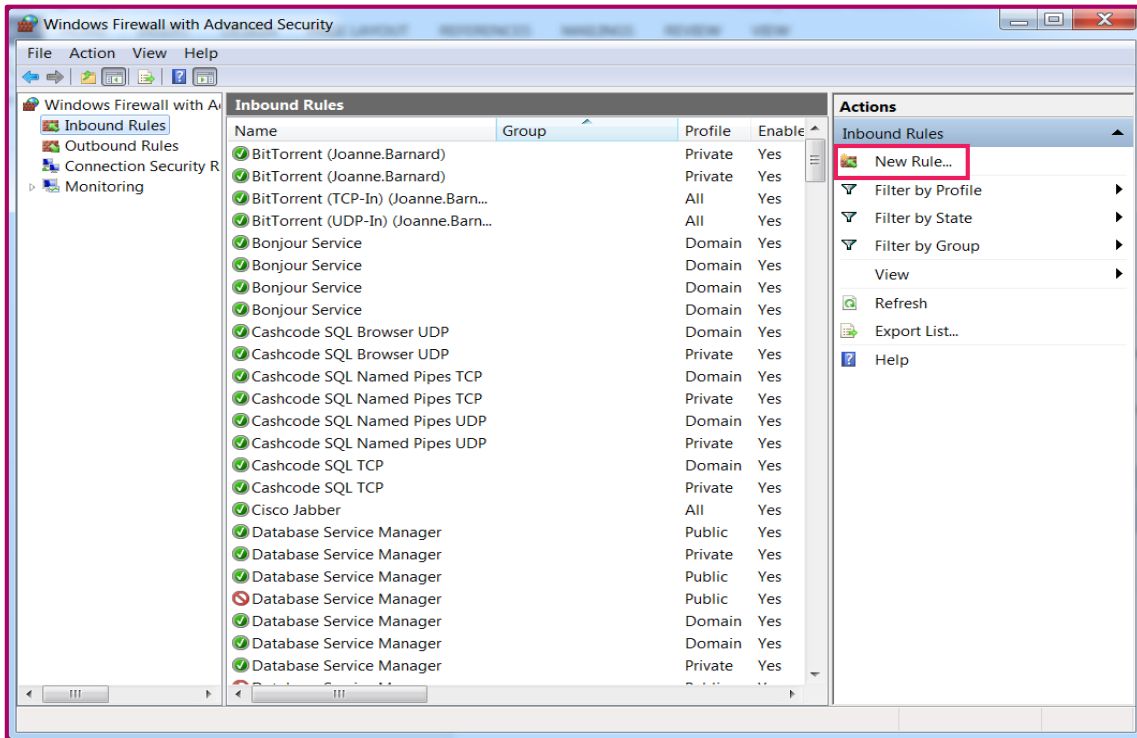
- Select the Profiles that the rule needs to be applied to. If you are unsure please contact your IT Technician or Network Administrator for assistance on which Profiles to select.
- Click **Next**
- The '**Name**' screen will display



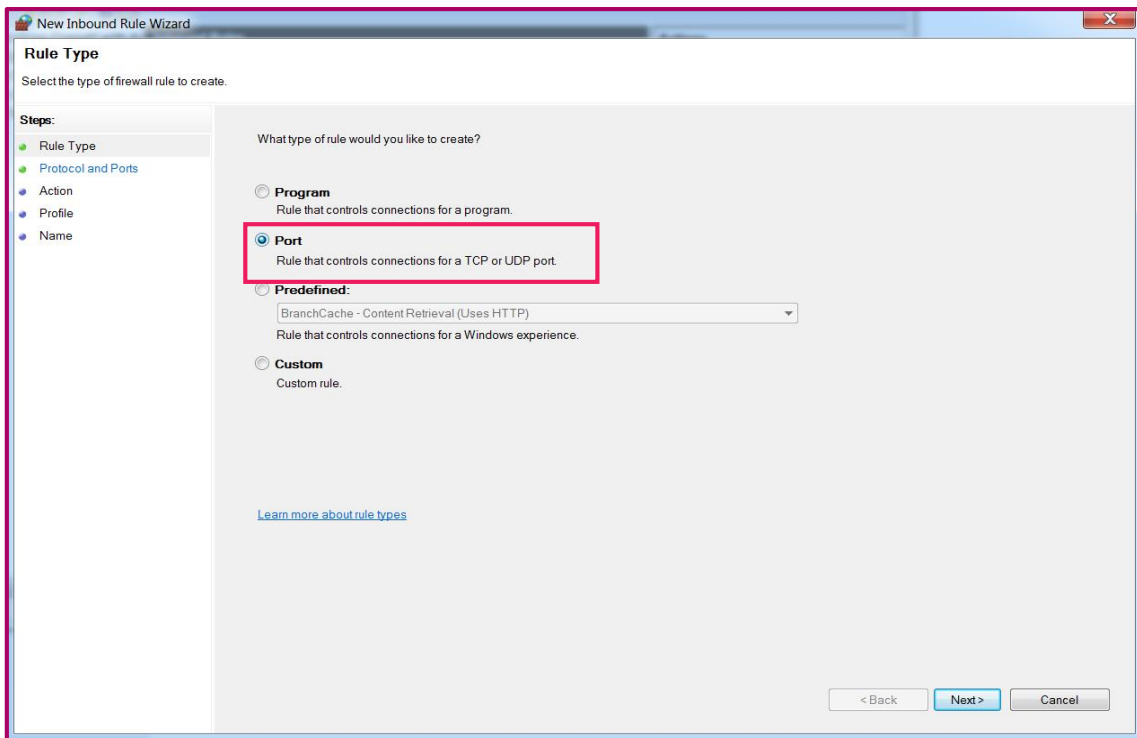
- Enter a **Name** i.e. Pervasive Database Manager
- Optionally you can enter a Description i.e. Access to Pervasive Program/Database
- Click **Finish** to save the rule

To add the Pervasive Ports

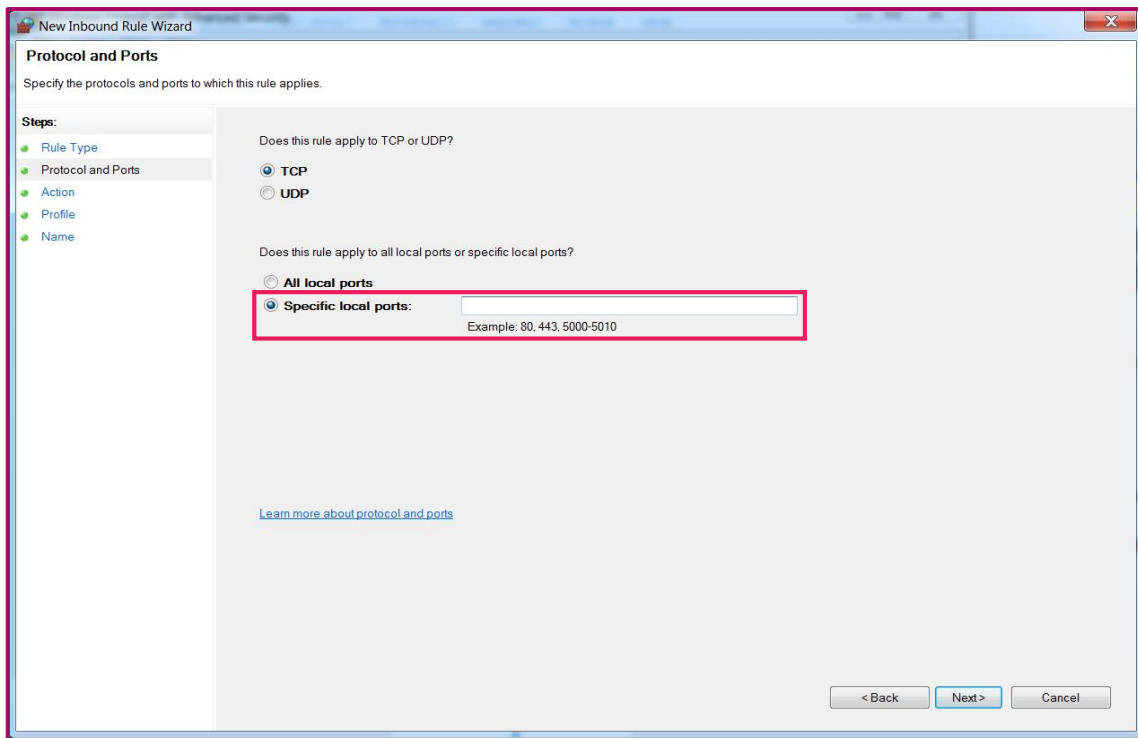
- Select the option **Inbound Rules**
- Select the option **New Rule...**



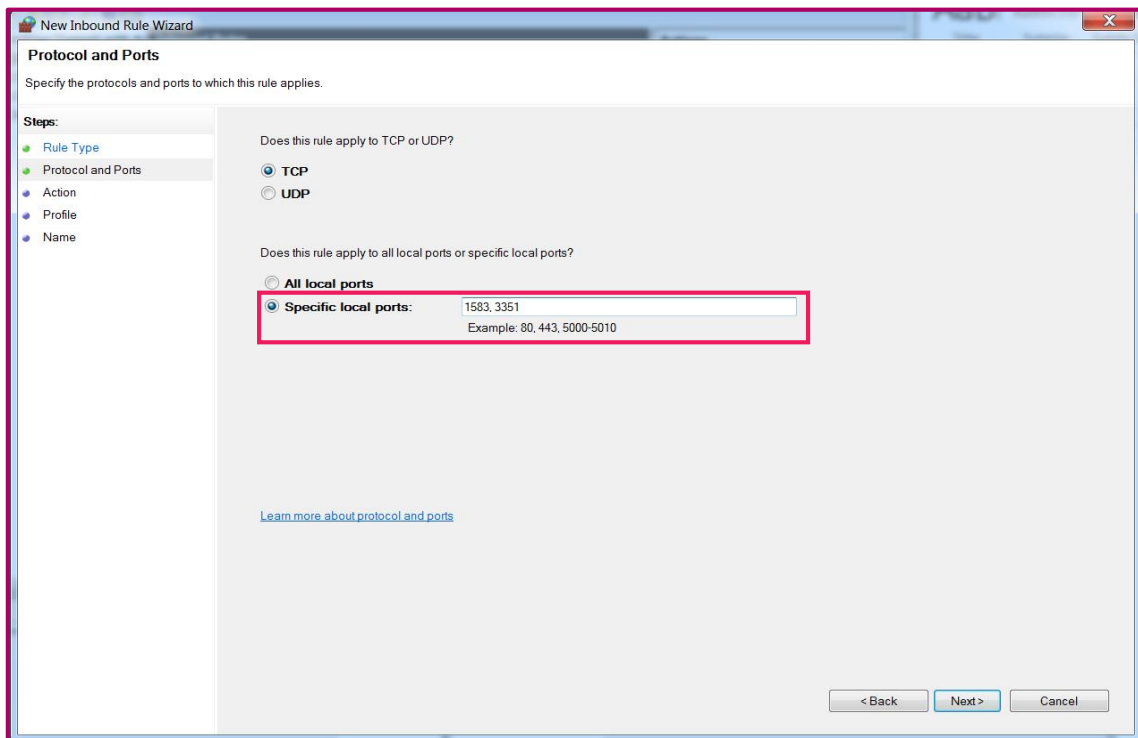
- The '**New Inbound Rule Wizard**' will launch and the '**Rule Type**' screen will display



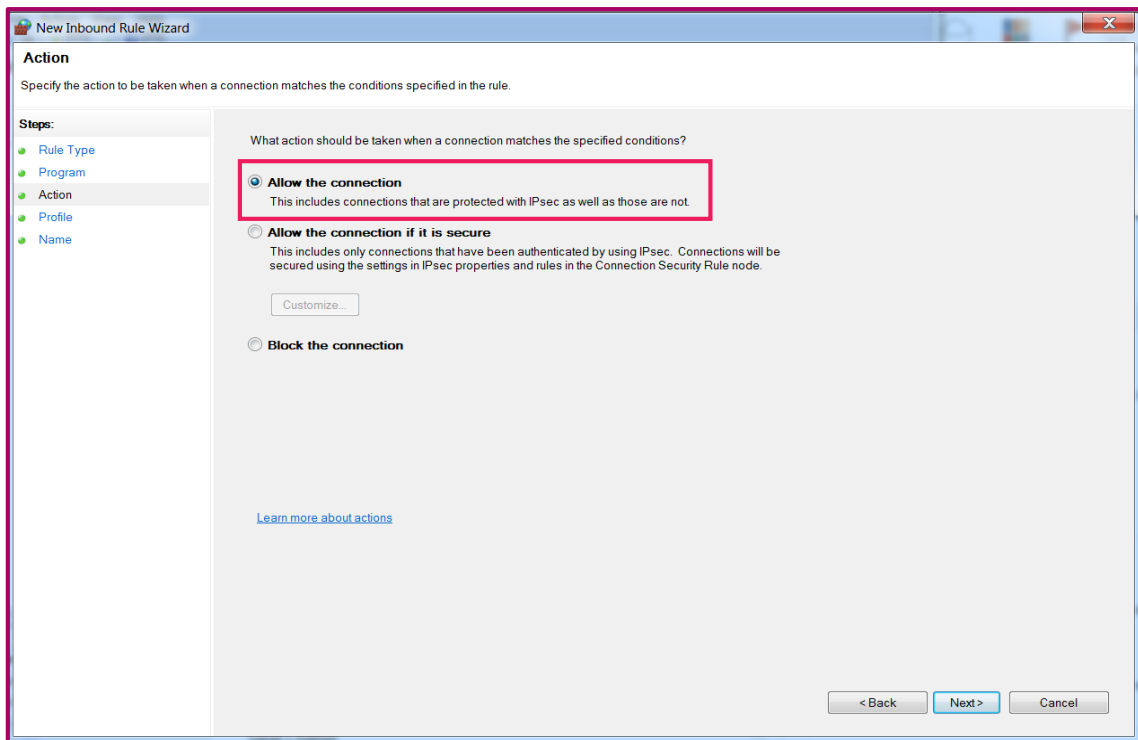
- Select the option **Port**
- Click **Next**
- The '**Protocol and Ports**' screen will display



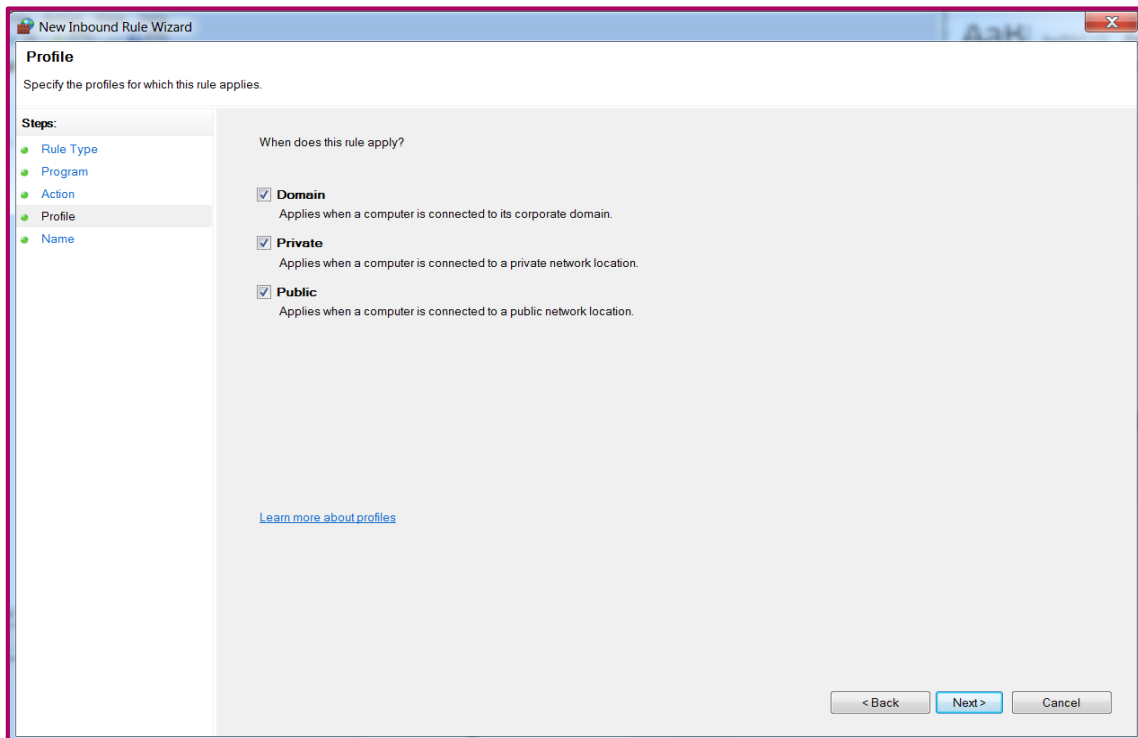
- Select **Specific local ports**
- Enter **1583, 3351**



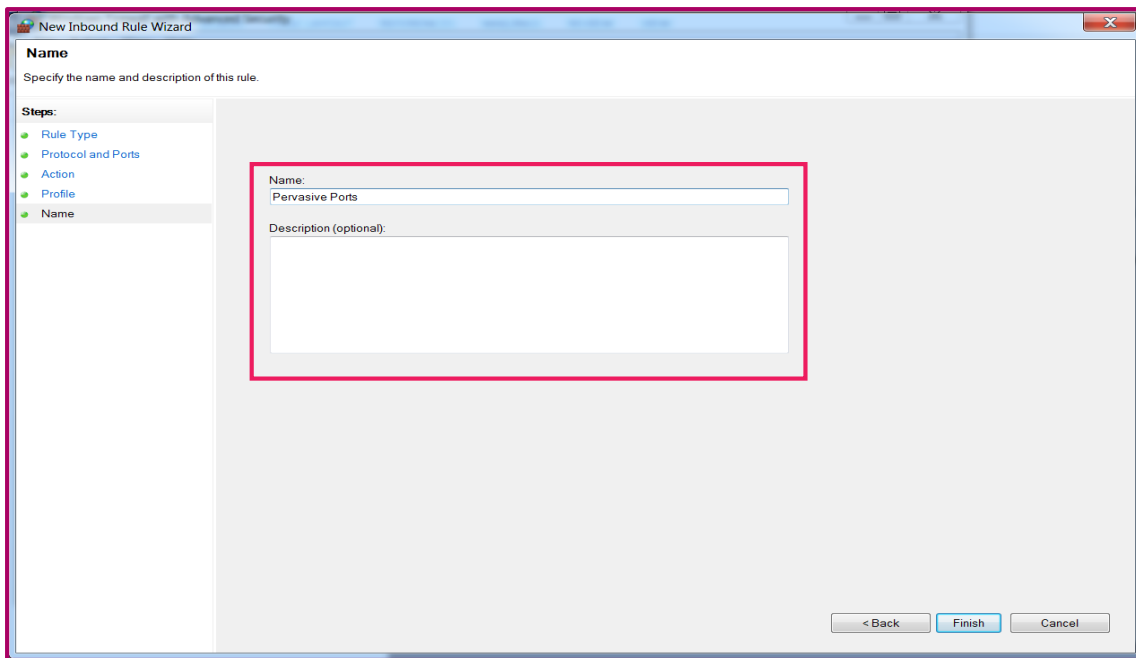
- Click **Next**
- The **'Action'** screen will display
- Ensure **Allow the connection** is selected



- 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



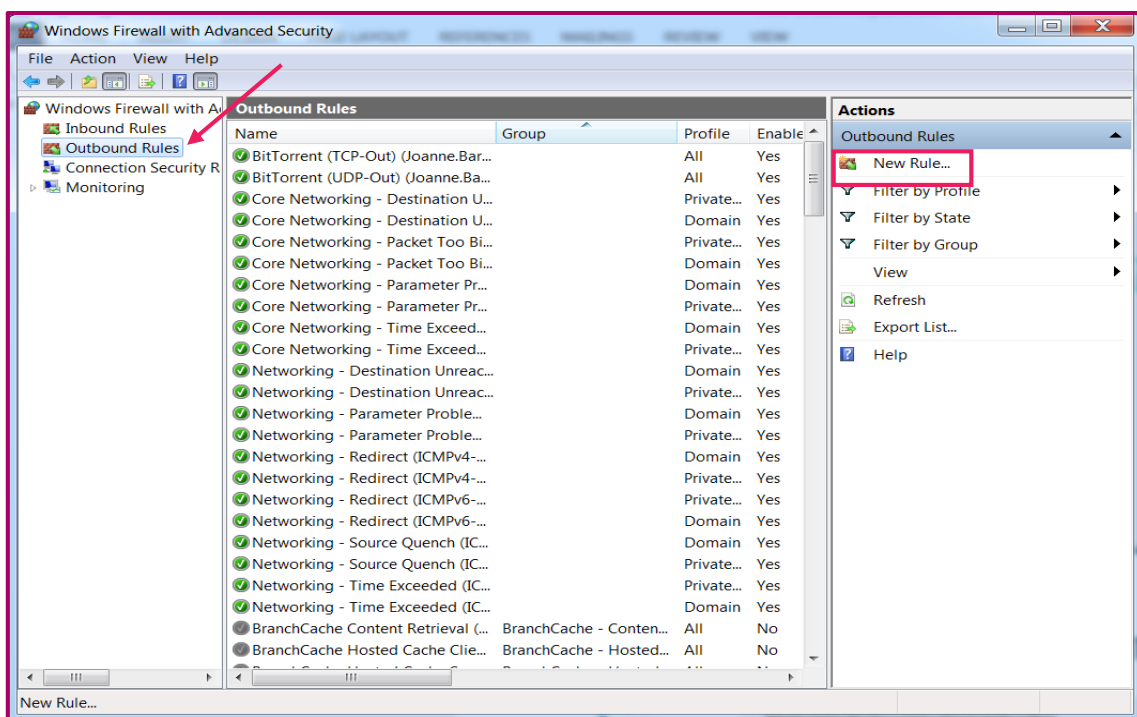
- Enter a **Name** i.e. Pervasive Ports
- Optionally you can enter a Description i.e. Access to Pervasive Ports
- Click **Finish** to save the rule

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**.

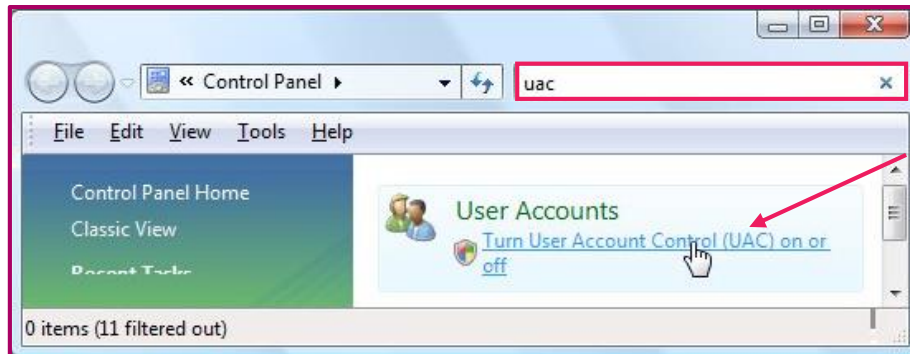
To add an Outbound Rule

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

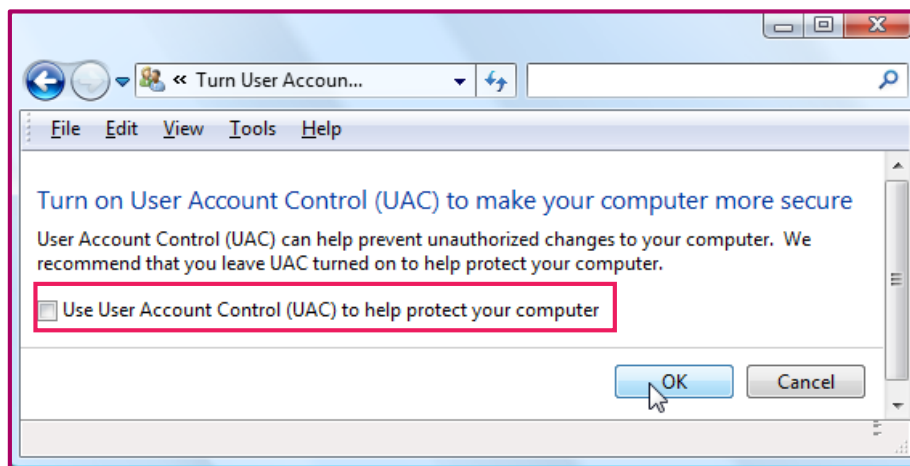


How to turn off the User Account Control in Windows Vista

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



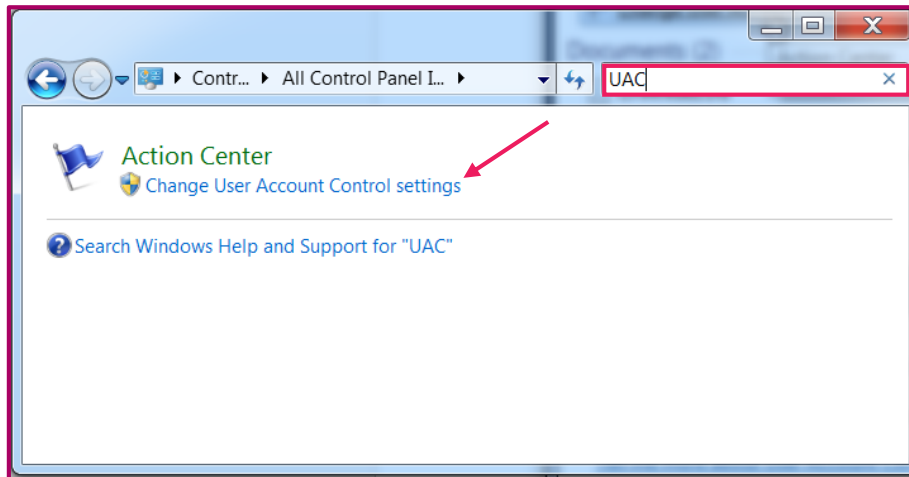
- Click on the option 'Turn user Account Control (UAC) on or off'
- The 'Turn on User Account Control (UAC) to make your computer more secure' screen will display



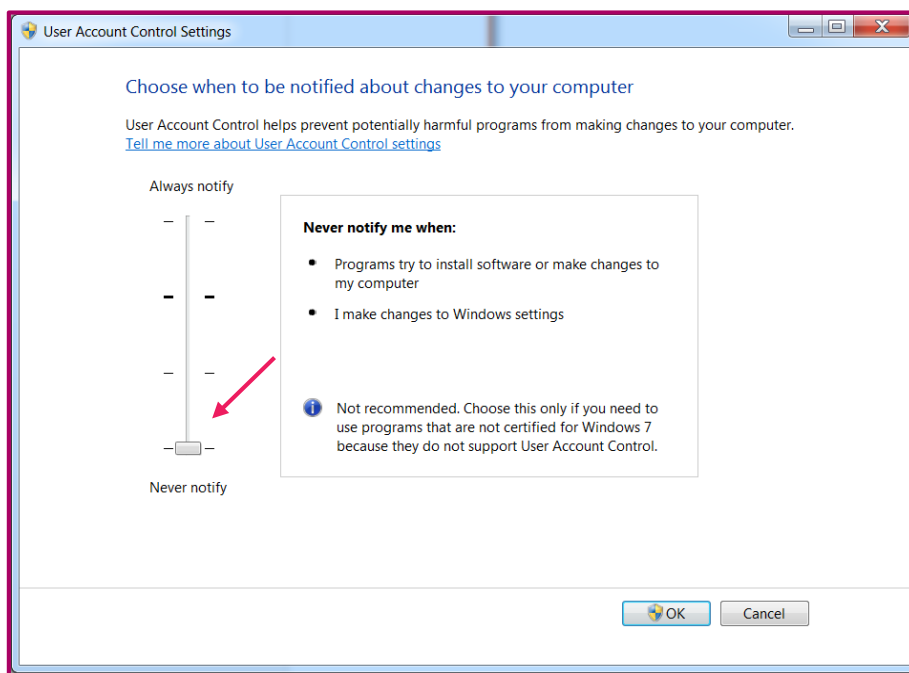
- Ensure the option Use **User Account Control (UAC)** to help protect your computer is **not** ticked

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



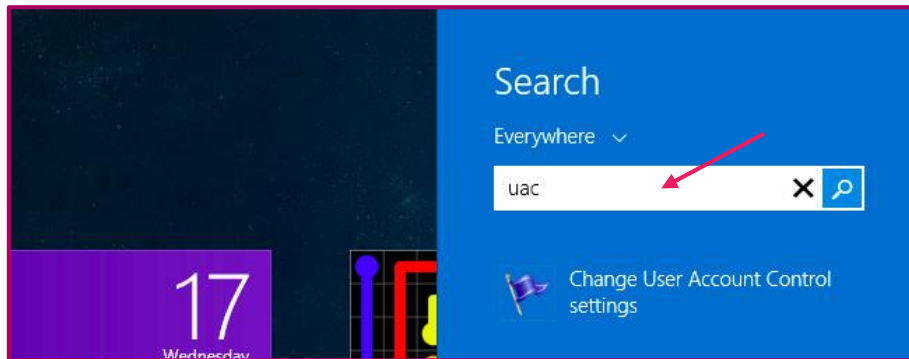
- Click on the option **'Change User Account Control Settings'**
- The **'User Account Control Settings'** screen will display



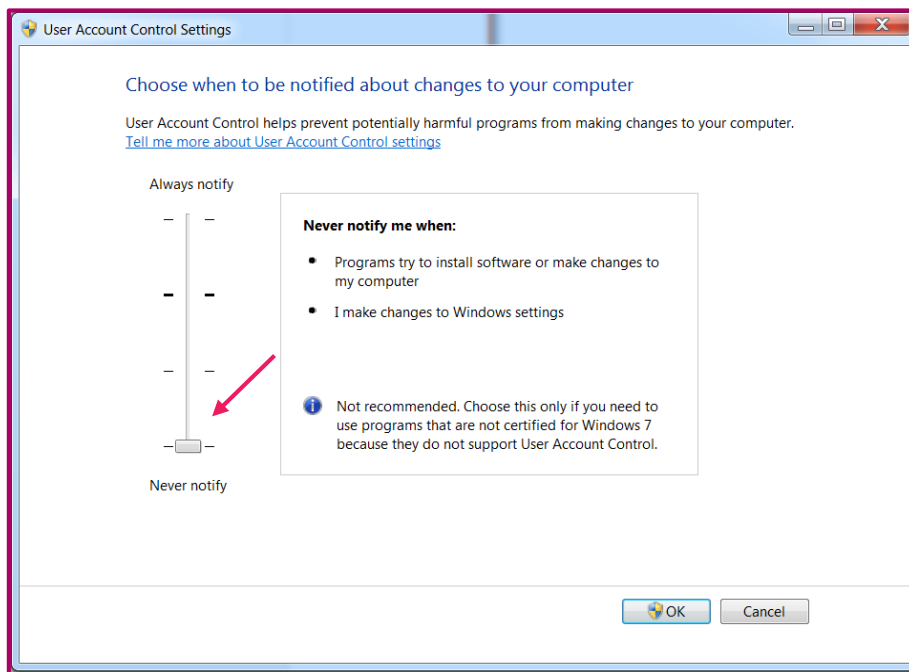
- Ensure the **slider** is at the bottom on **Never notify**

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**