

**Sage** *Pastel Accounting*  
**How to resolve Status/Error 94**

Status 94 is a **permission error** and normally caused by **incorrectly configured** or **blocked settings** on either the **Sage Pastel Server** or **Workstation**.

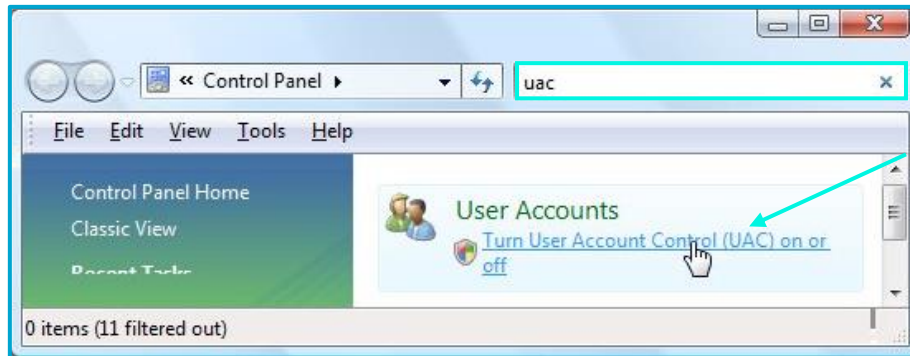
### To Resolve Status/Error 94:

- Ensure the user is a **Windows Administrator**
- Ensure the **User Account Control** is **switched off**
- Ensure the **Pervasive database and ports** are **added** as **exceptions** on **Windows Firewall** and **Anti-virus**
- Ensure that **read only attributes** are **not set** on the **Sage Pastel Folder**
- Ensure that the **Sage Pastel folder** has been **shared** with **read and write** access for all users
- Run a **repair** on **Sage Pastel Accounting**
- **Remap** the drive on the **workstation**

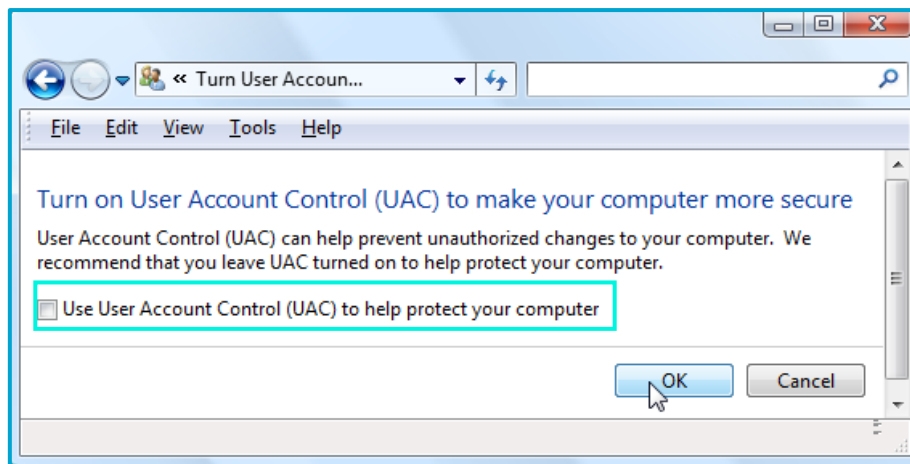
## How to turn off the User Account Control

### 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



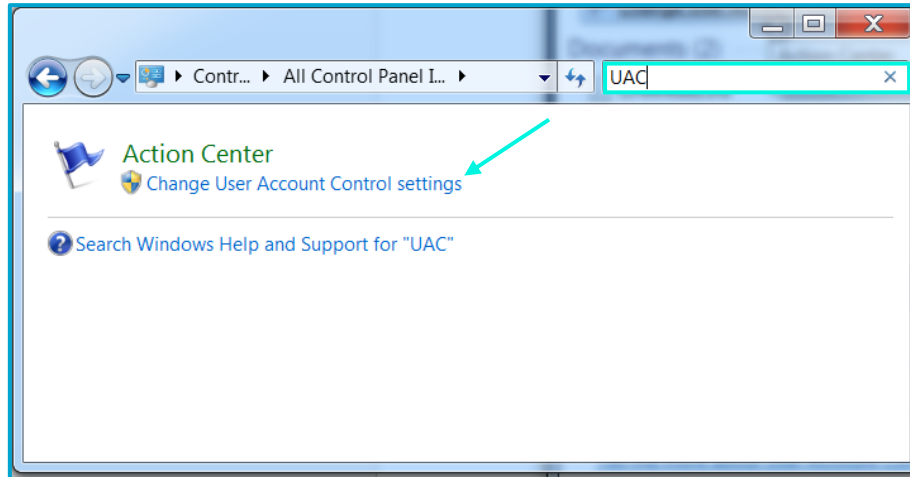
- Click on the option '**Turn user Account Control (UAC) on or off**'
- The '**Turn on User Account Control (UAC) to make your computer more secure**' screen will display



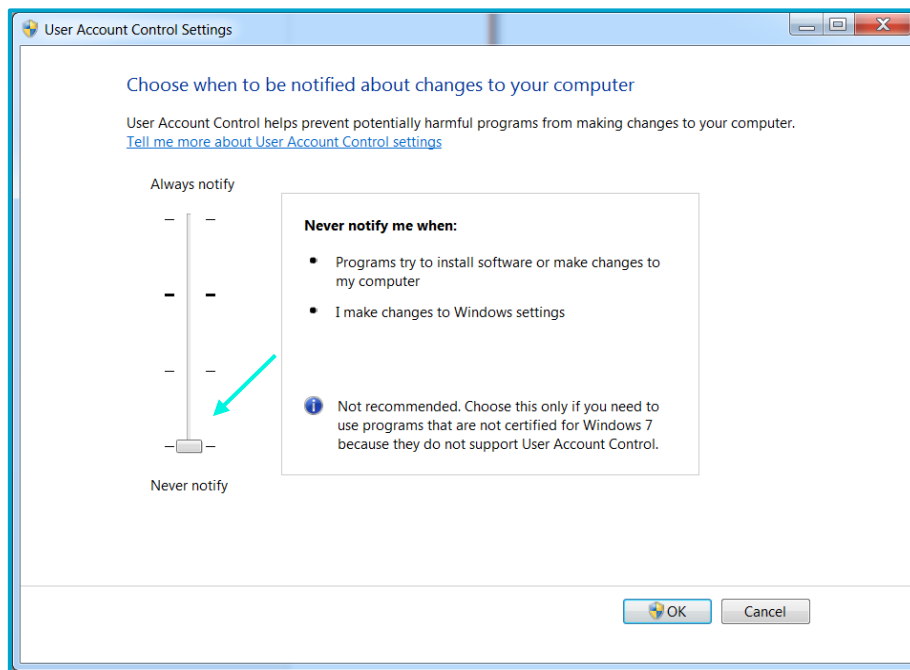
- Ensure the option **Use User Account Control (UAC) to help protect your computer** is **not** ticked

## 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



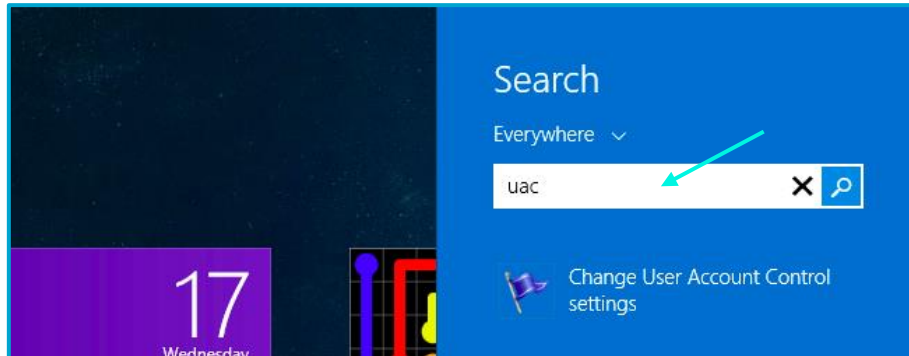
- Click on the option '**Change User Account Control Settings**'
- The '**User Account Control Settings**' screen will display



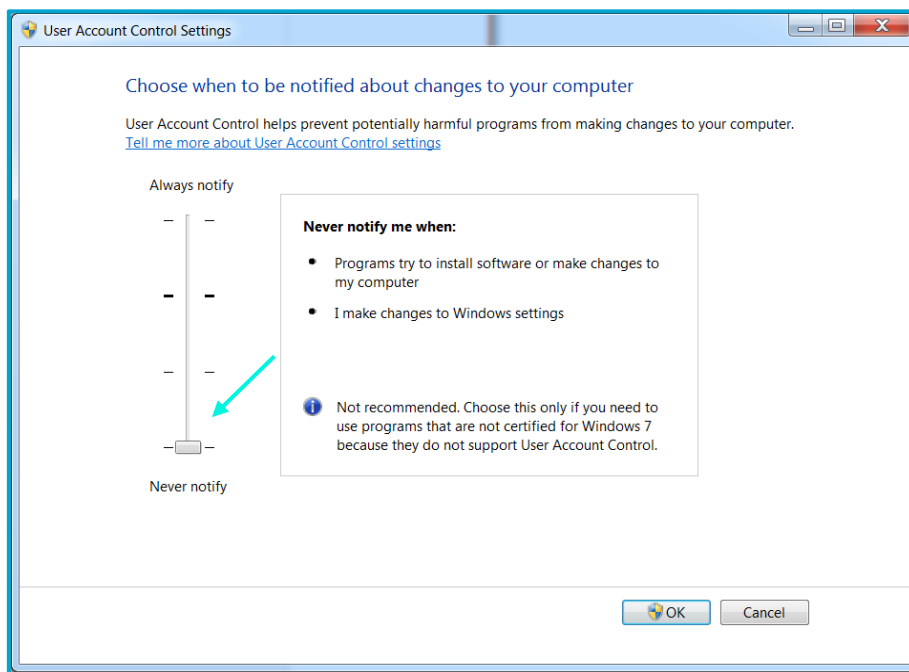
- Ensure the **slider** is at the bottom on **Never notify**

## 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**

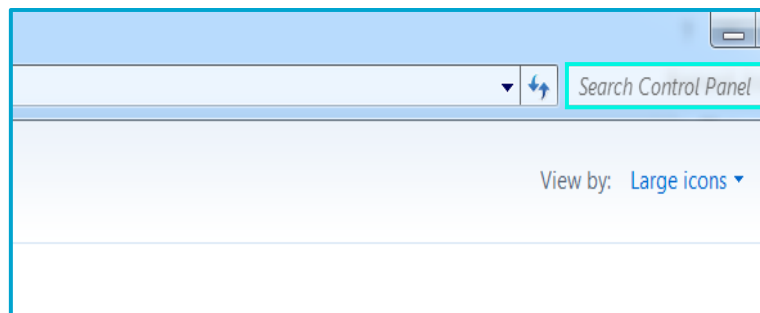
## How to add the Pervasive Database Manager and ports to the Windows Firewall

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**.

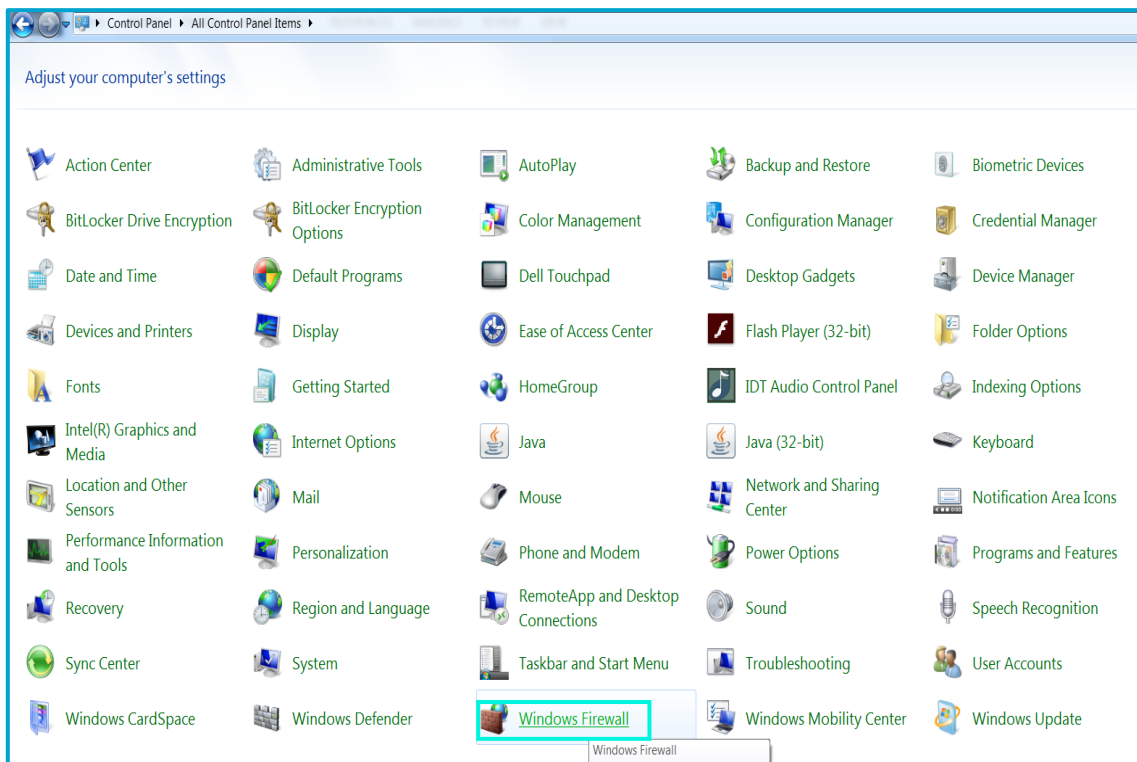
**Adding** the **Pervasive database manager** and **ports** can also assist in **preventing specific errors** and **streamline** the **speed** of the **Sage Pastel** program.

### To add the Pervasive Database Manager:

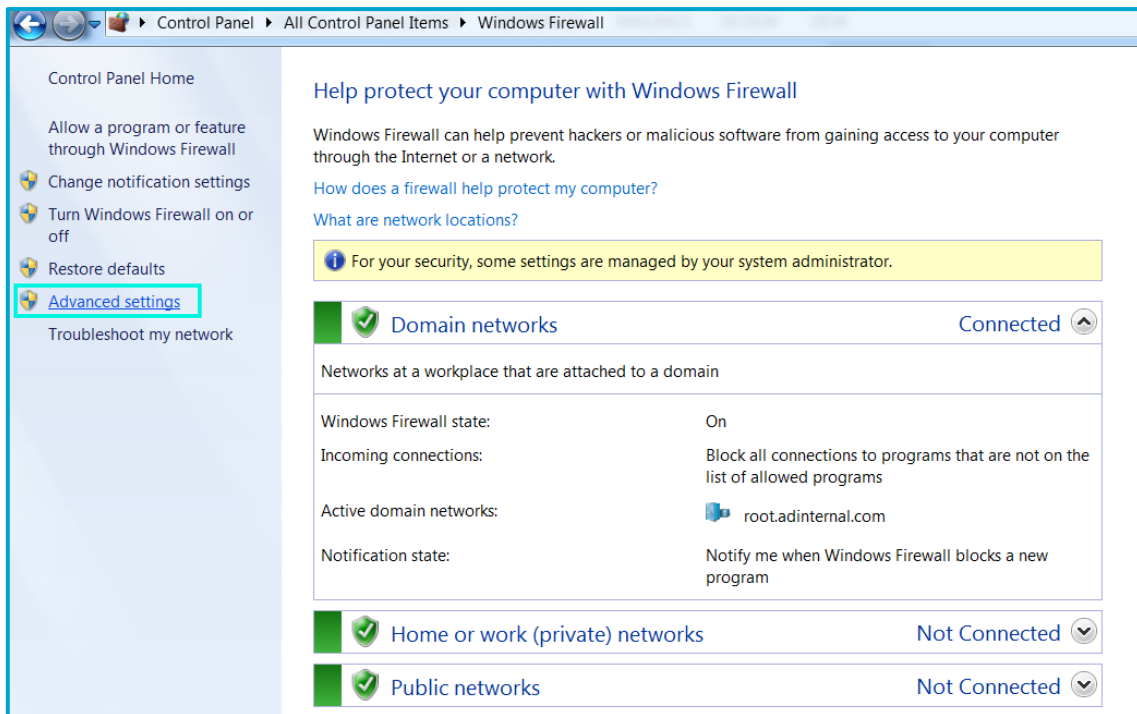
- Navigate to your **Control Panel**
- Ensure that the **View By** is set to either **Large icons** or **Small icons**



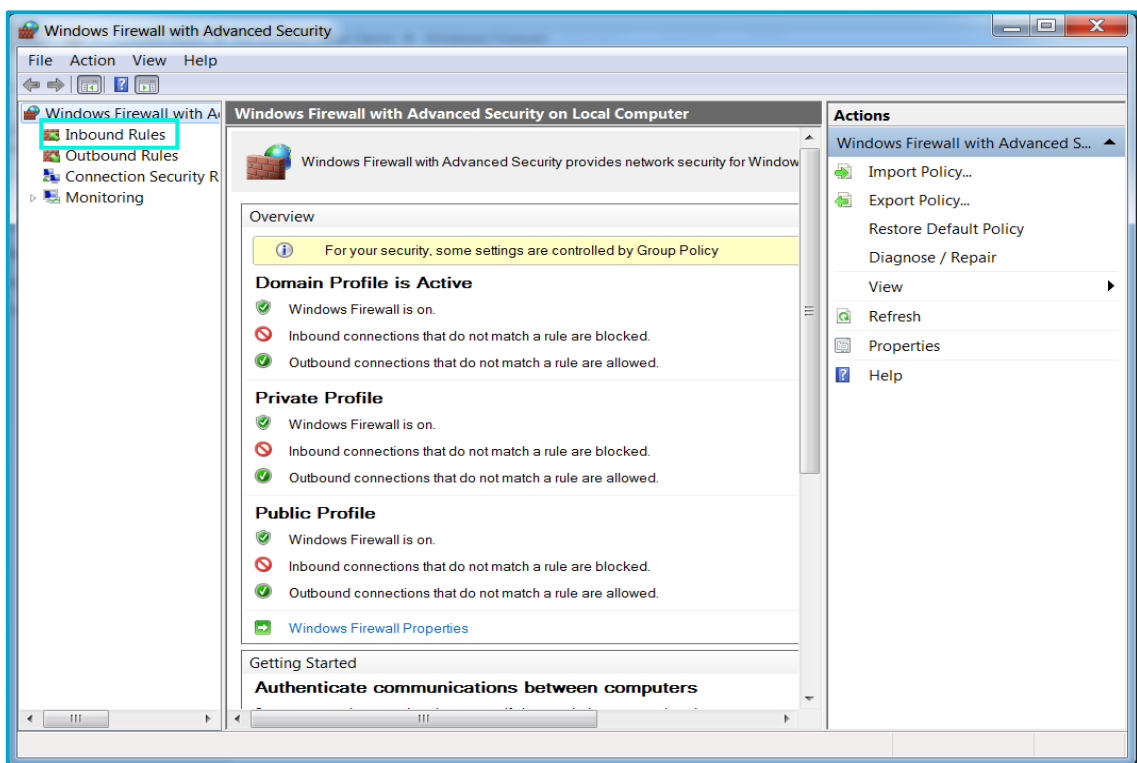
- Select the option **Windows Firewall**



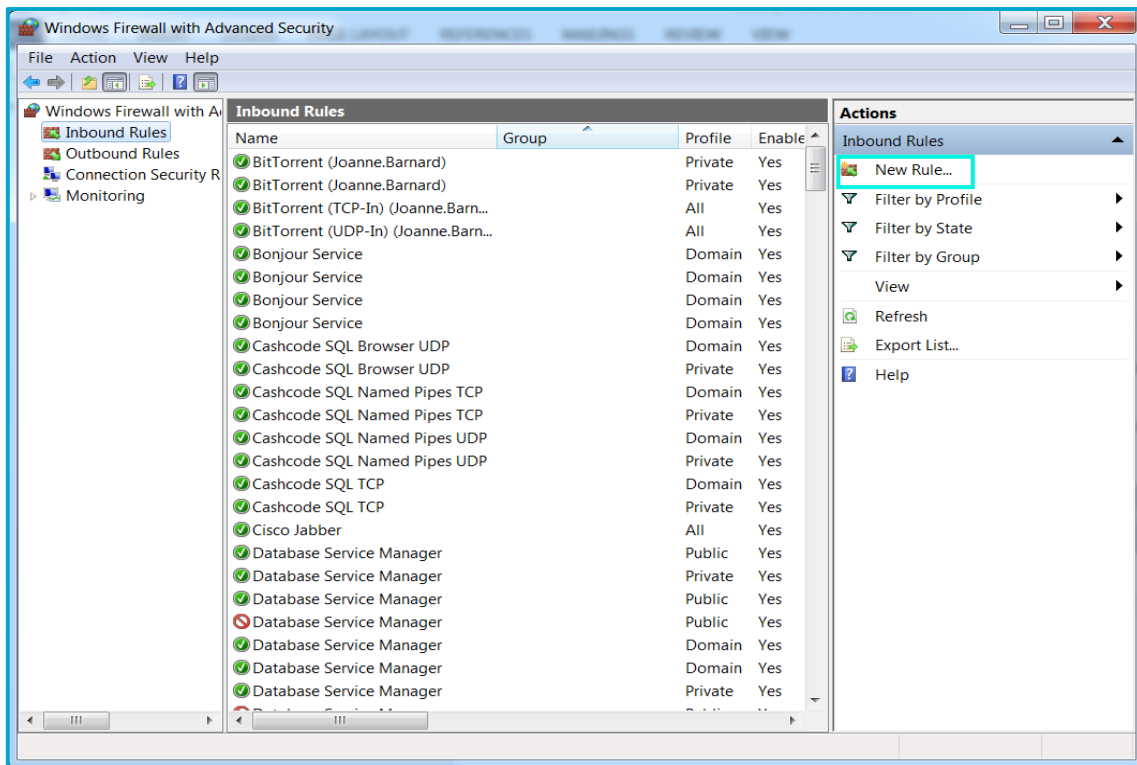
- Select the option **Advanced Settings**



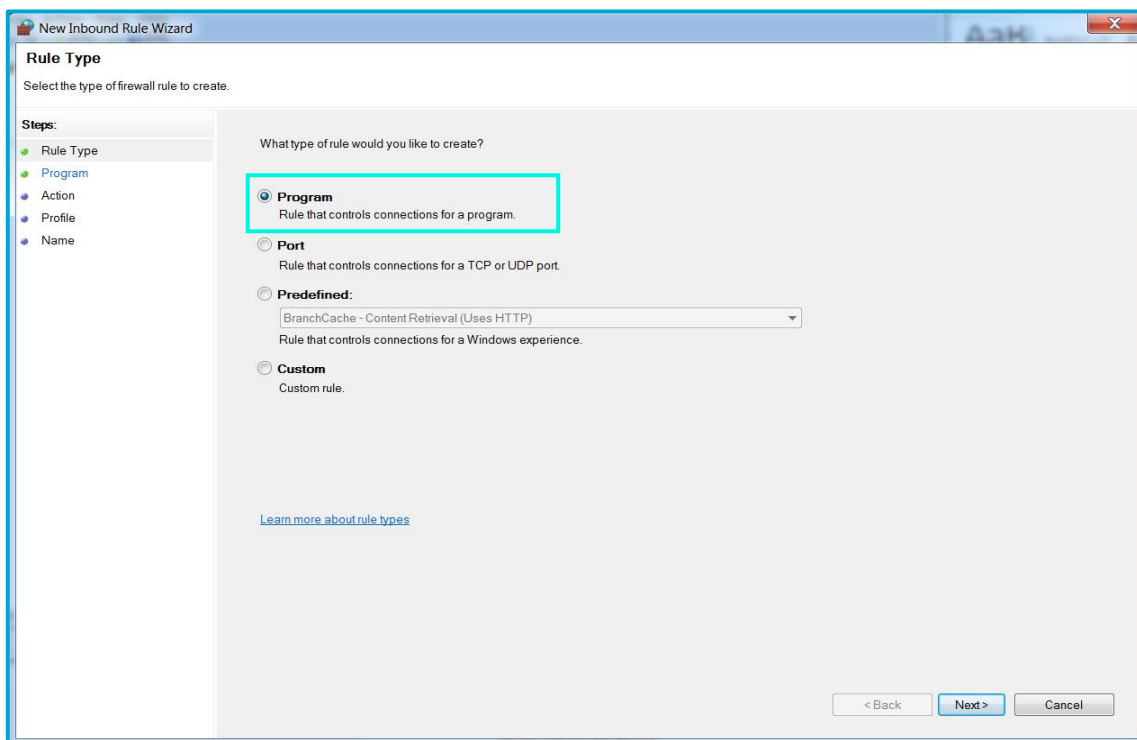
- The 'Windows Firewall with Advance Security' screen will display
- Select the option **Inbound Rules**



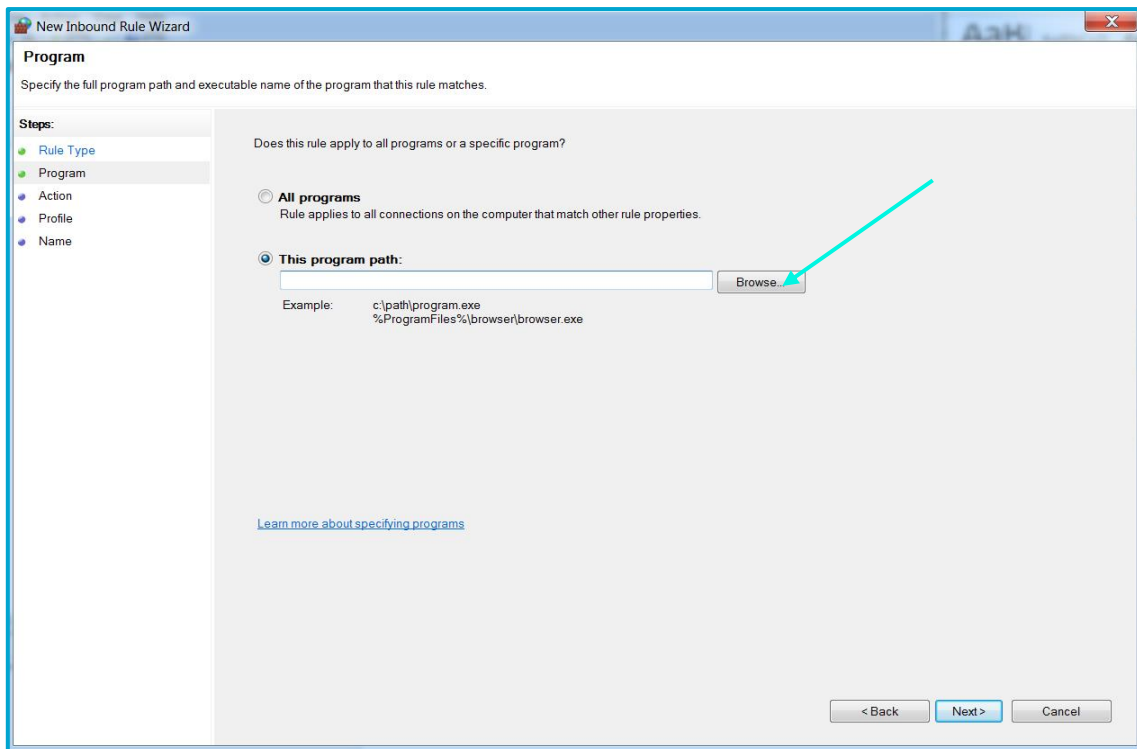
- Select the option **New Rule...**



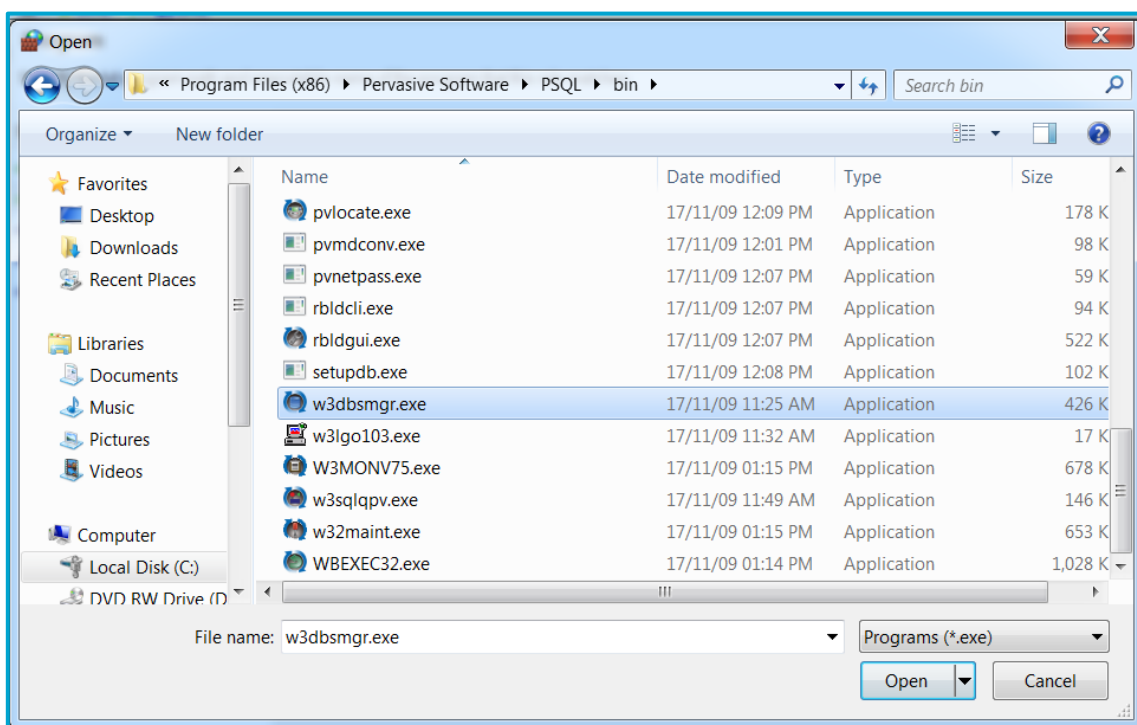
- The 'New Inbound Rule Wizard' will launch and the 'Rule Type' screen will display



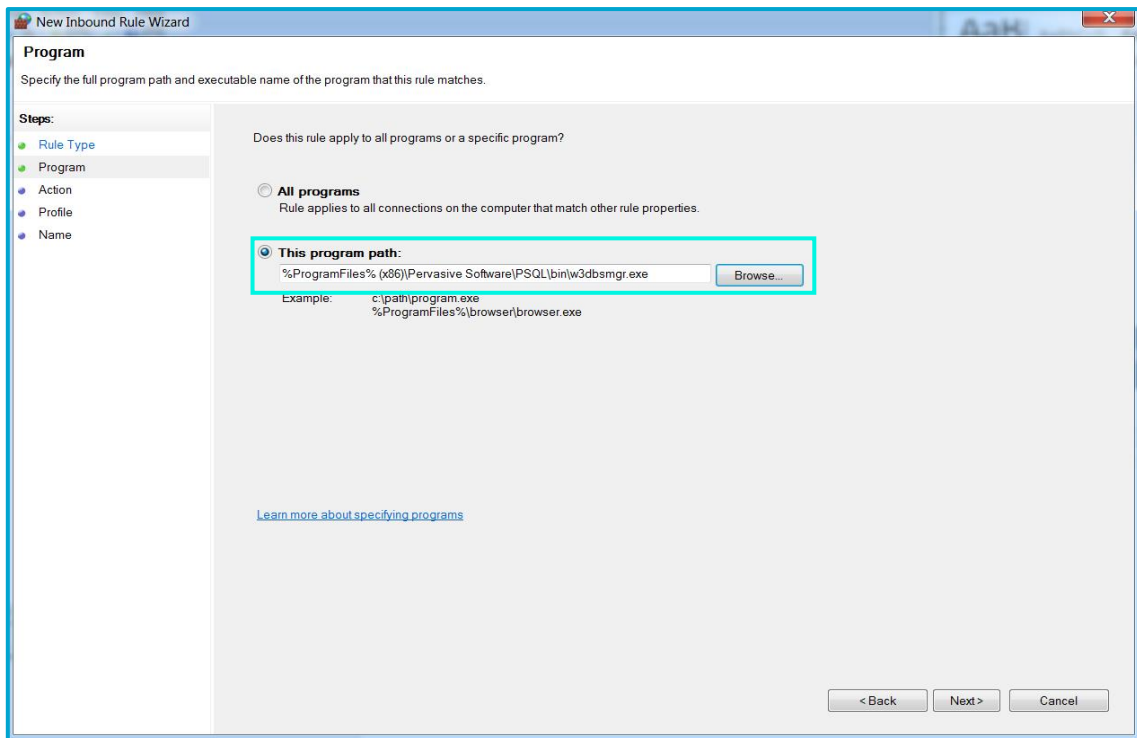
- Select the option **Program**
- Click **Next**
- The '**Program**' screen will display



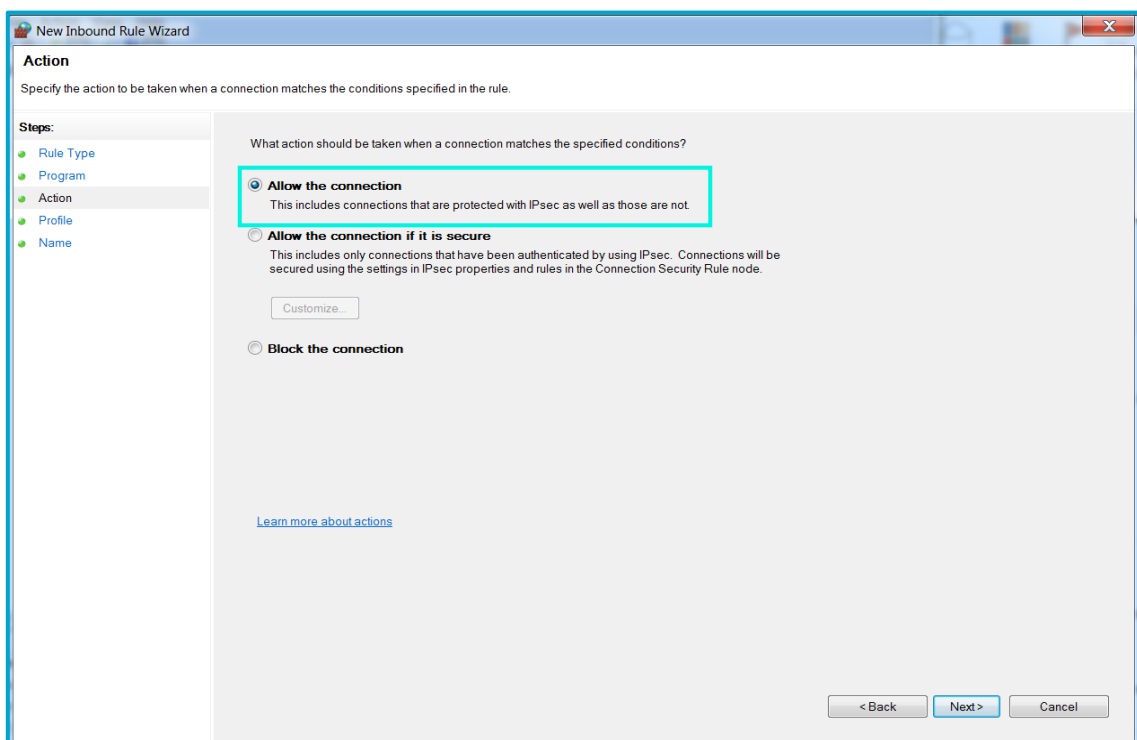
- Select **'This program path'**
- Click **Browse**
- The **'Browse'** screen will launch



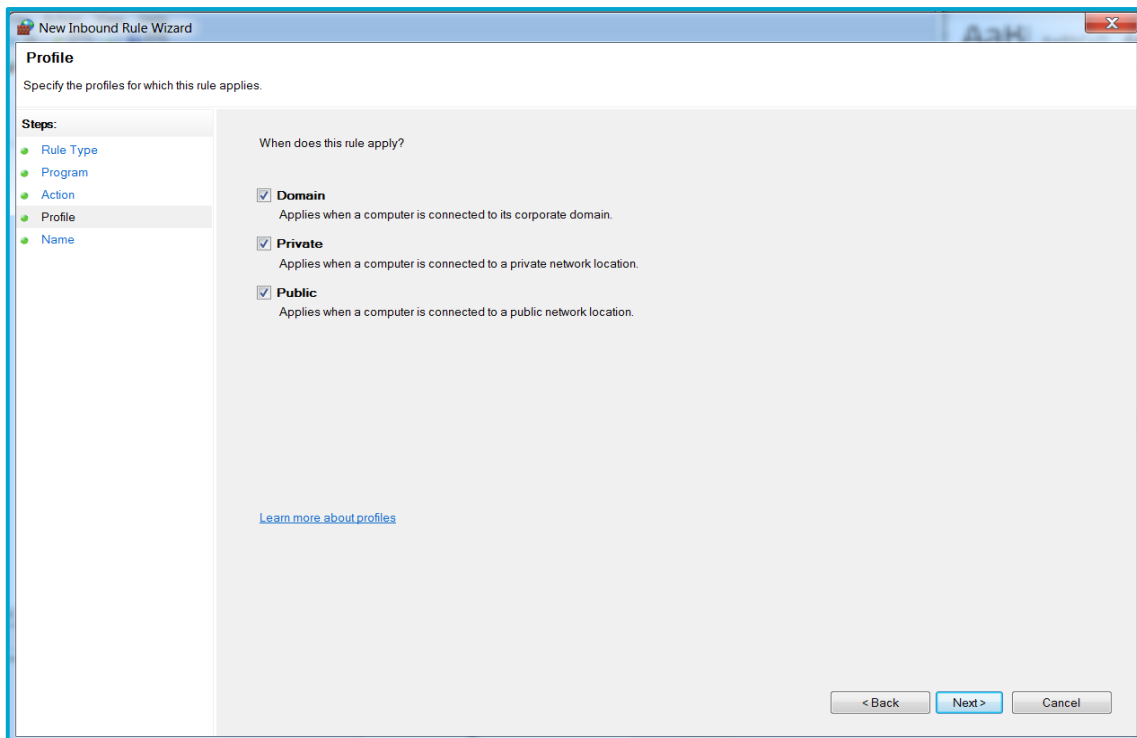
- Navigate to **C:\Program Files (x86)\Pervasive Software\PSQL\bin**
- Select the file **w3dbsmgr.exe**
- Click **Open**
- The **'Program'** screen will display with the path to the file you selected showing under the **'This program path:'**



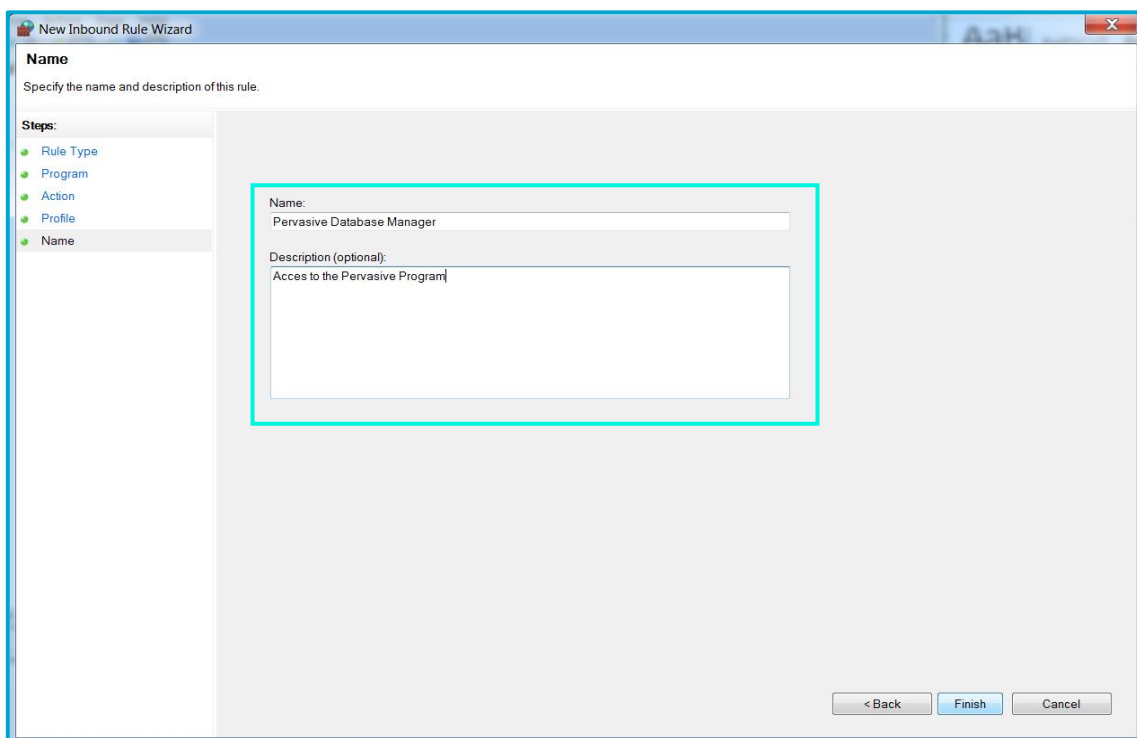
- Click **Next**
- The **'Action'** screen will display
- Ensure **Allow the connection** is selected



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



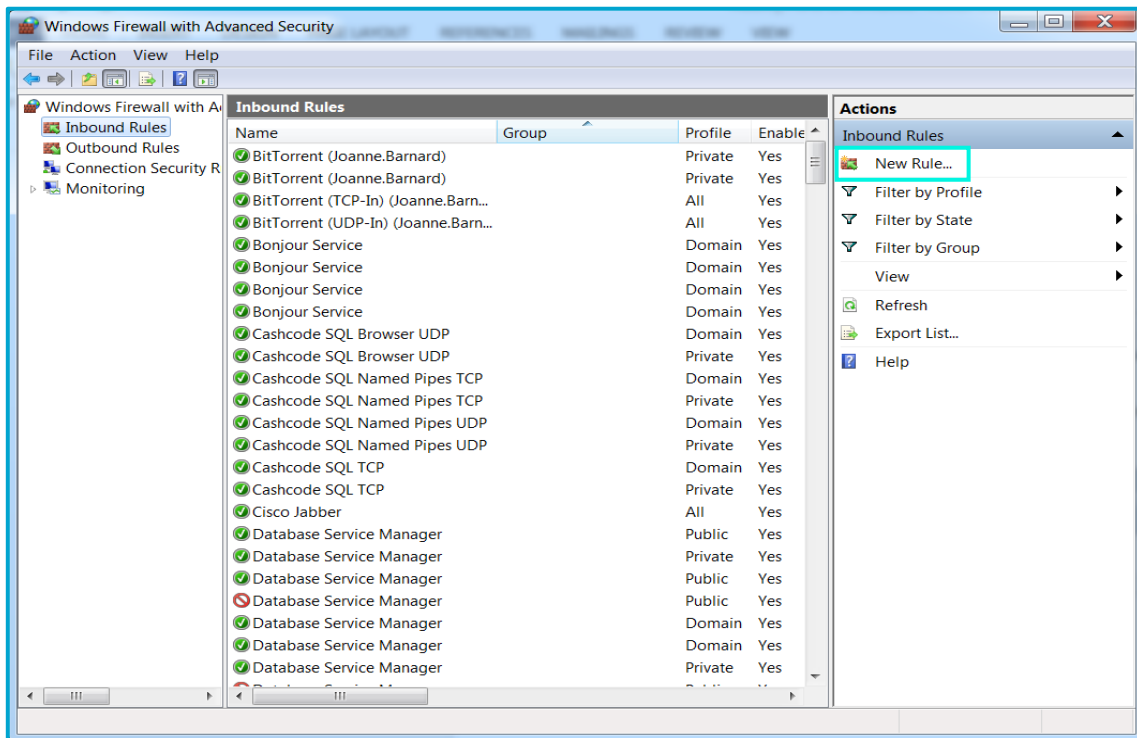
- Select the Profiles that the rule needs to be applied to. If you are unsure please contact your IT Technician or Network Administrator for assistance on which Profiles to select.
- Click **Next**
- The '**Name**' screen will display



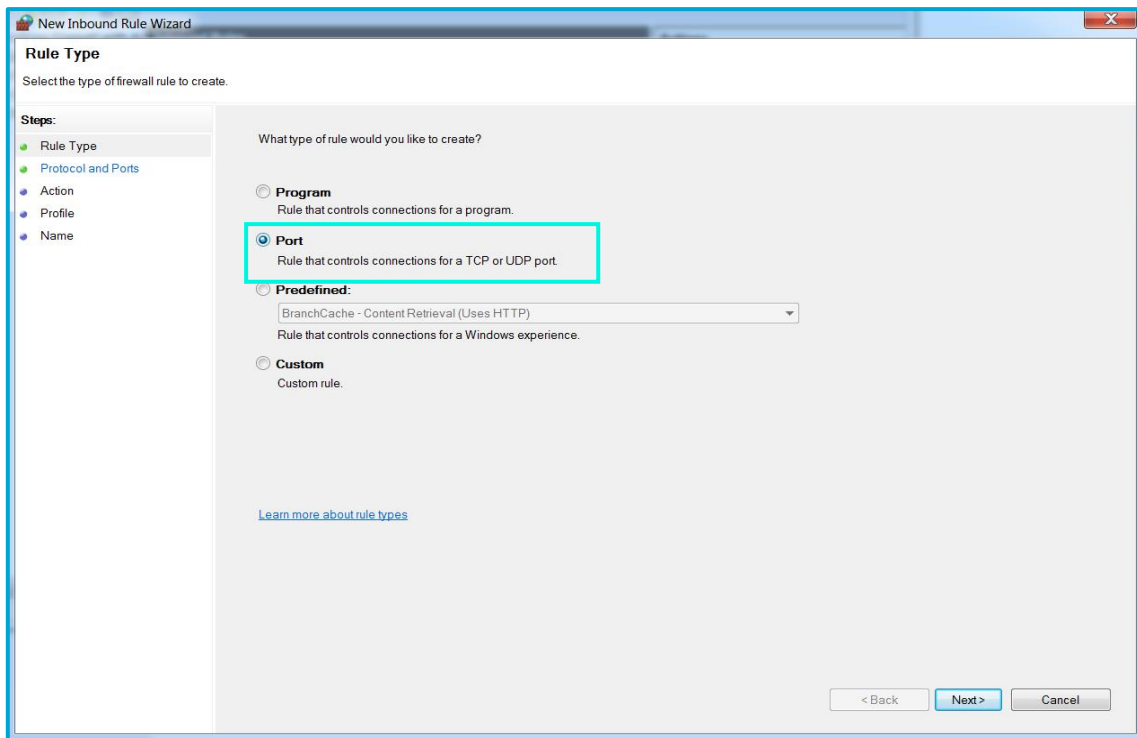
- Enter a **Name** i.e. Pervasive Database Manager
- Optionally you can enter a Description i.e. Access to Pervasive Program/Database
- Click **Finish** to save the rule

## To add the Pervasive Ports

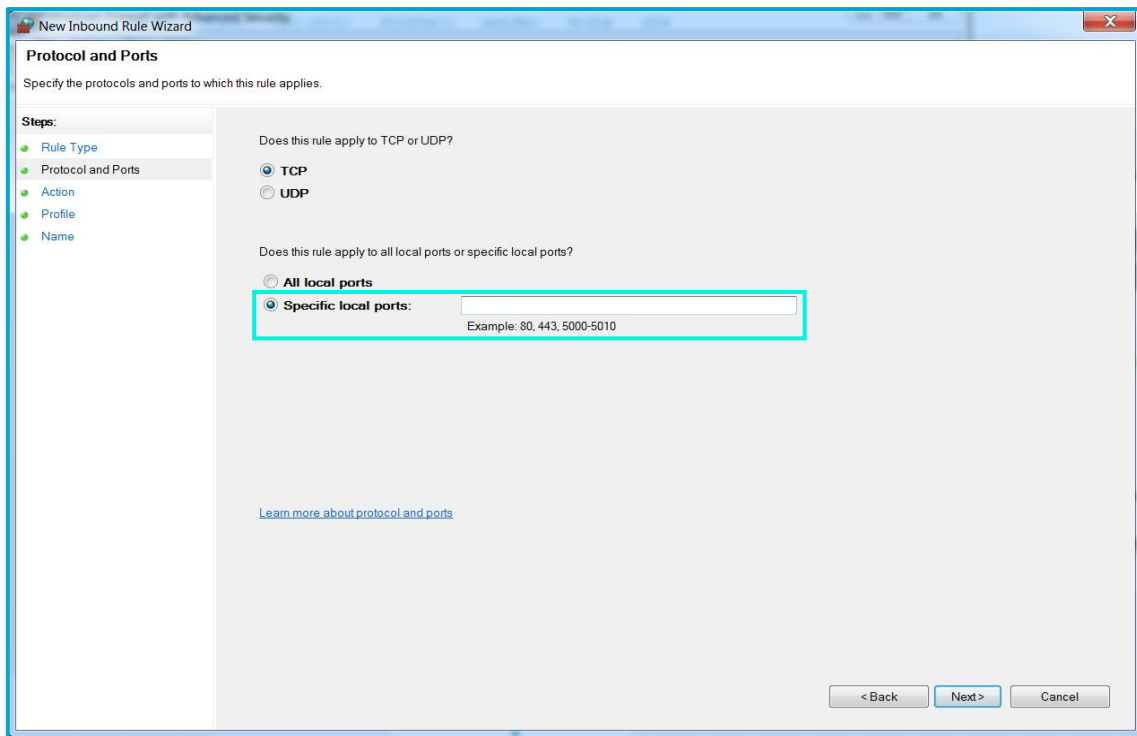
- Select the option **Inbound Rules**
- Select the option **New Rule...**



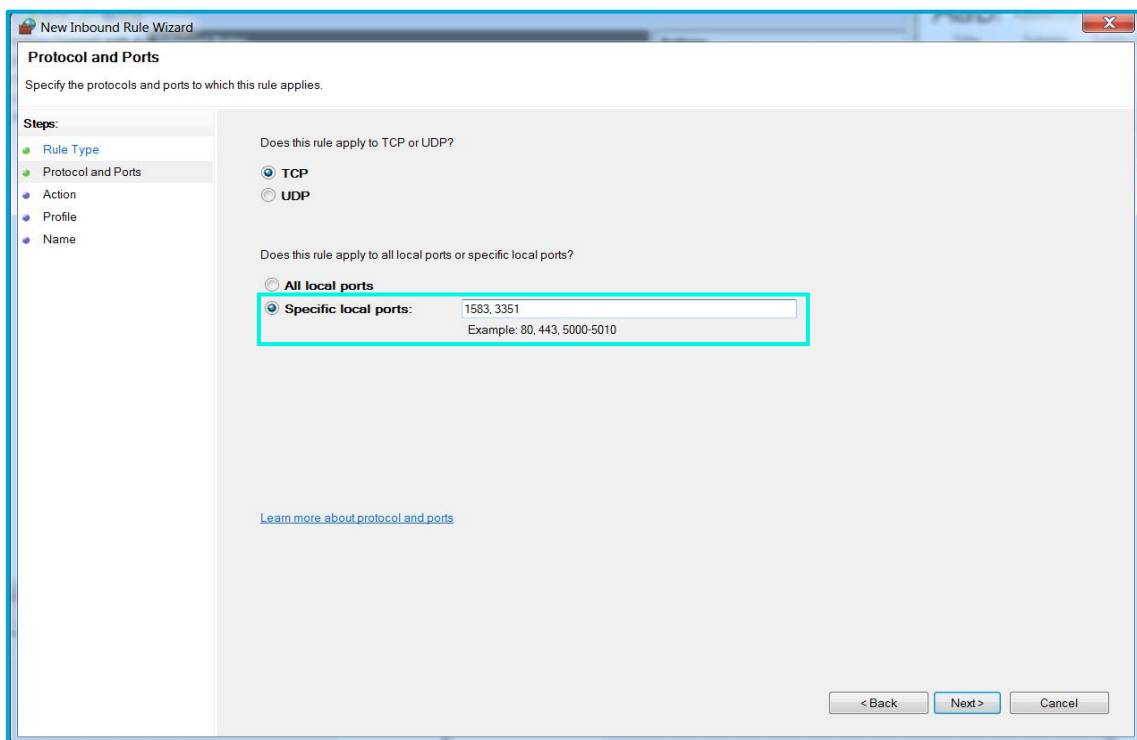
- The '**New Inbound Rule Wizard**' will launch and the '**Rule Type**' screen will display



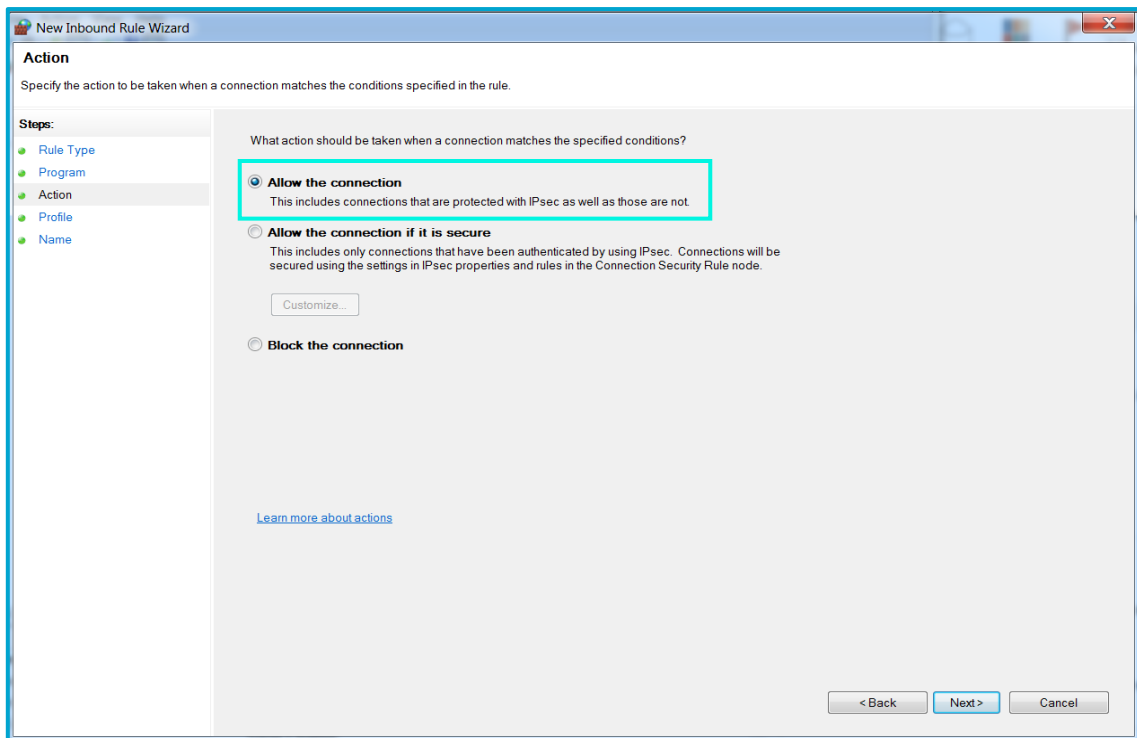
- Select the option **Port**
- Click **Next**
- The '**Protocol and Ports**' screen will display



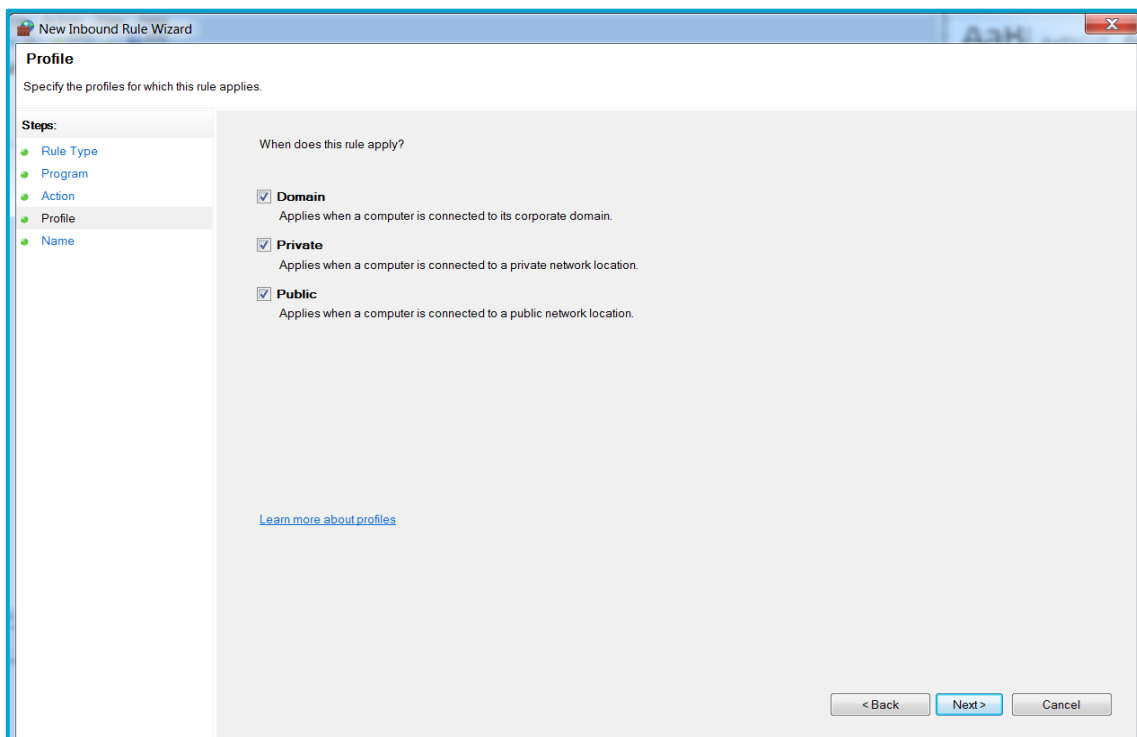
- Select **Specific local ports**
- Enter **1583, 3351**



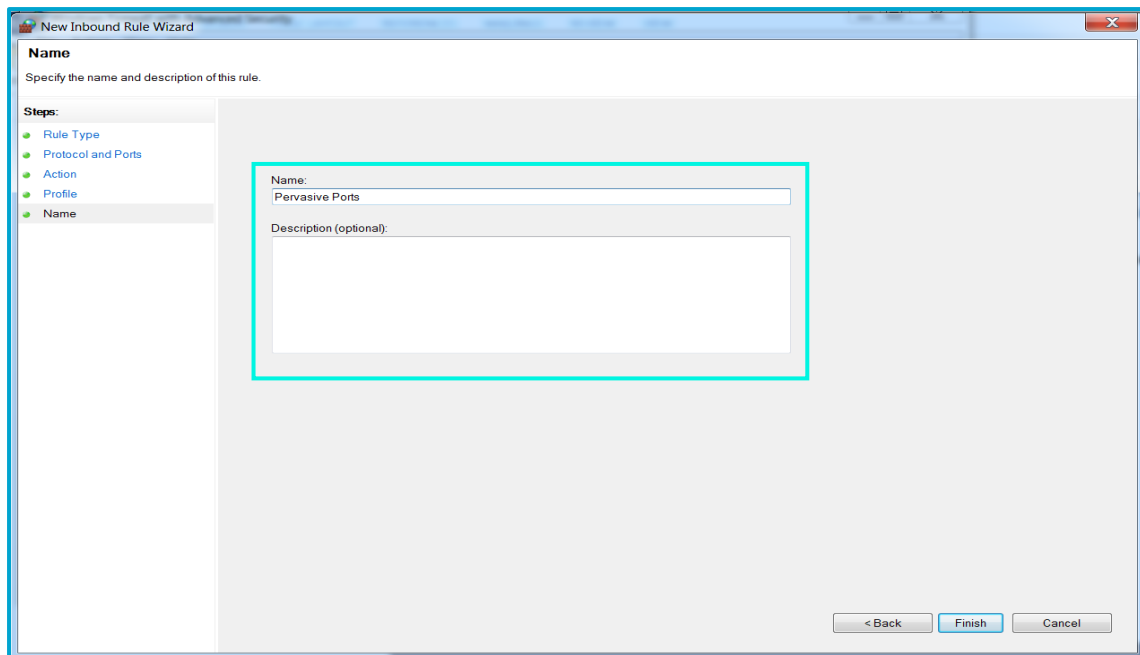
- Click **Next**
- The 'Action' screen will display
- Ensure **Allow the connection** is selected



- 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



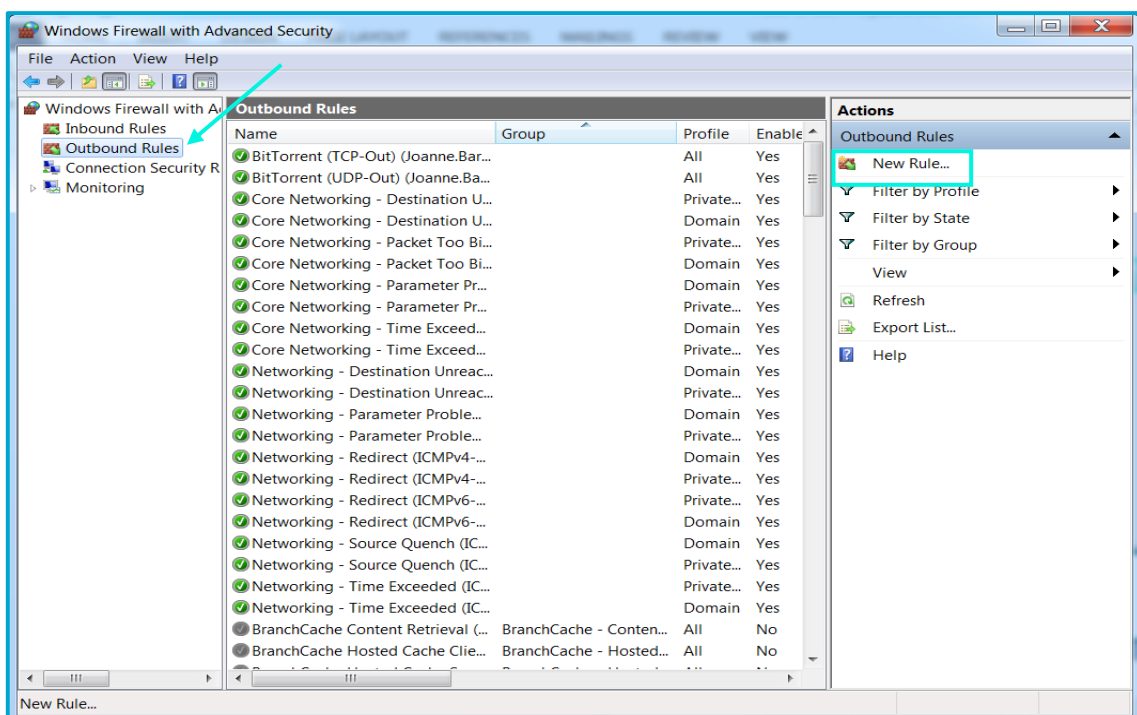
- Enter a **Name** i.e. Pervasive Ports
- Optionally you can enter a Description i.e. Access to Pervasive Ports
- Click **Finish** to save the rule

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**

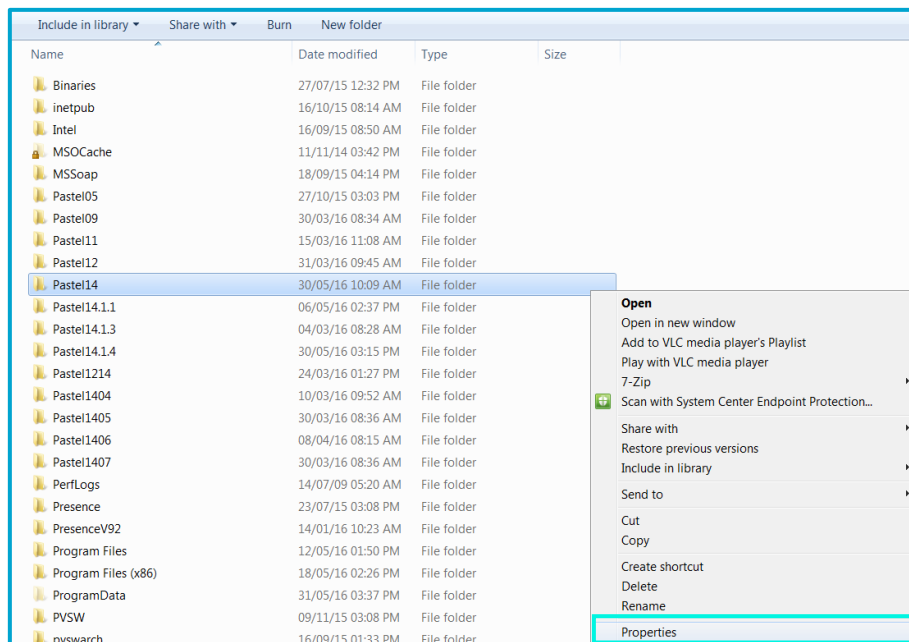


## To check the **read only** attributes:

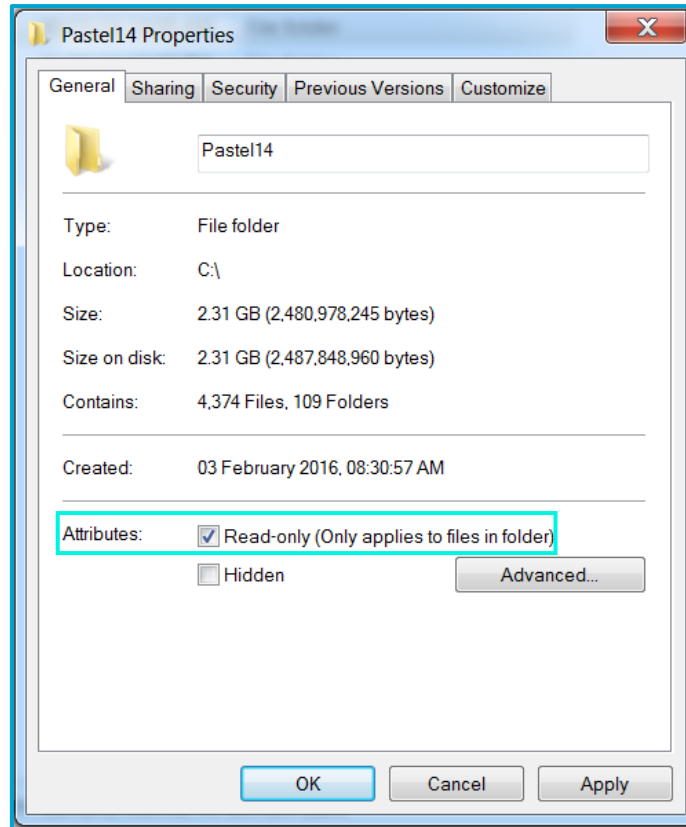
- Ensure you are on the **Sage Pastel Server** (this is the machine where **Sage Pastel** is registered as the **Server**)
- Press the '**Windows**' and '**E**' keys found on your keyboard simultaneously



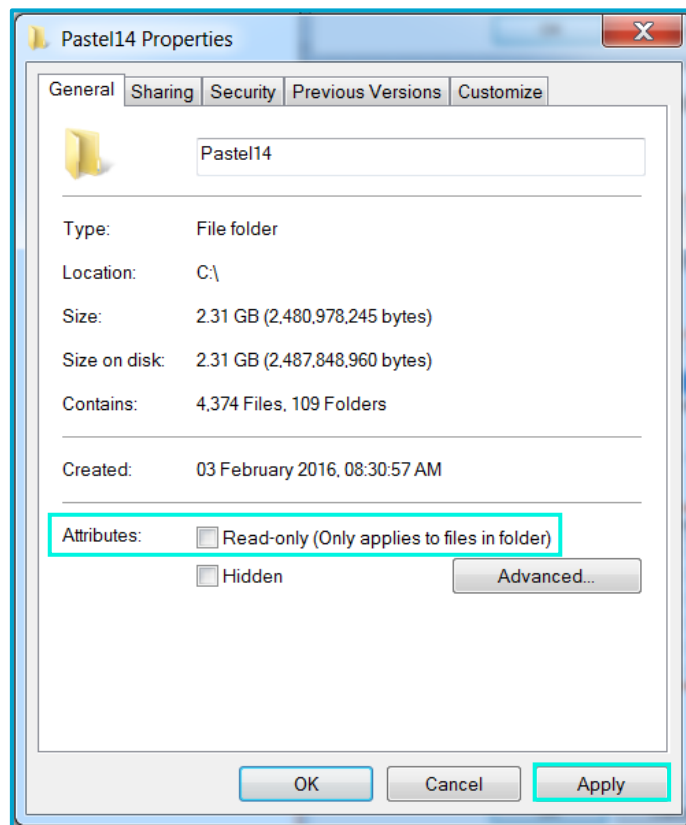
- Navigate to the **Pastelxx/Xpressxx** folder (where xx represents the version of Pastel you are using i.e. **Sage Pastel Partner V14 = Pastel14**, **Sage Pastel Xpress V14 = Xpress14**)
- **Right click** on the **Pastelxx/Xpressxx** folder and select the option '**Properties**'



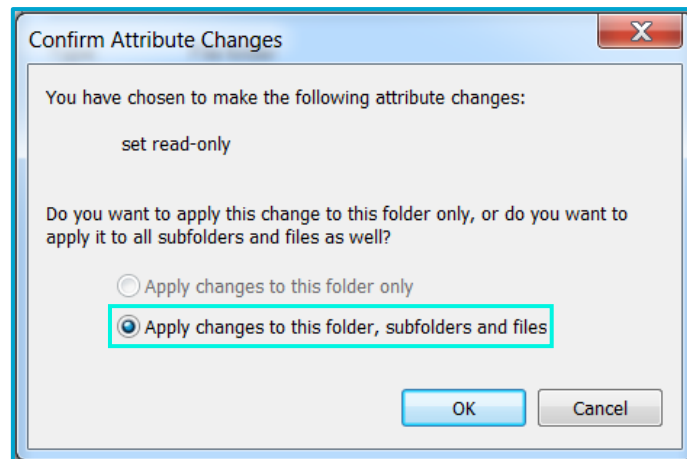
- The '**Pastelxx/Xpressxx** folder **Properties**' screen will display:



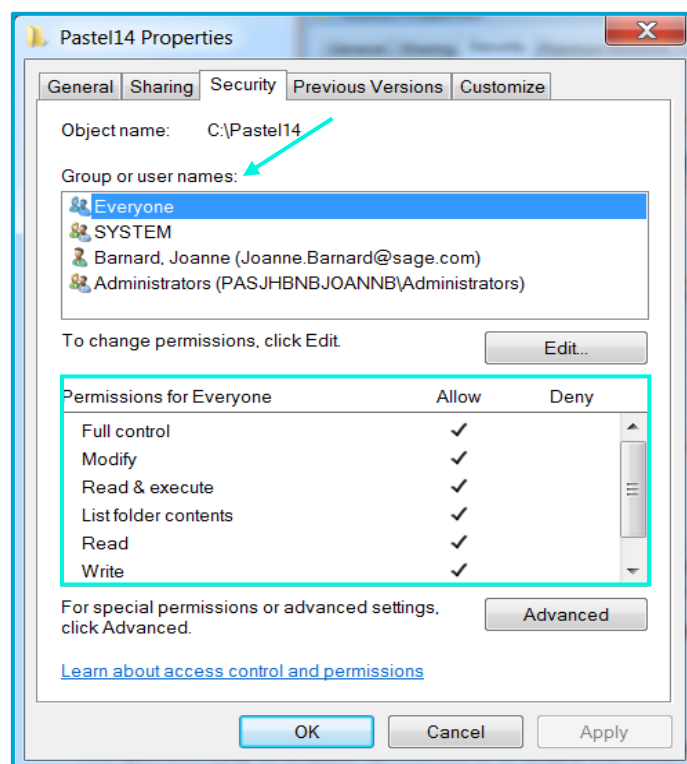
- Ensure the tick box **Read-only** by Attributes is **unticked** by clicking in the **tick box** until it is **empty**



- Click on '**Apply** and ensure the option **Apply** changes to this folder, subfolders and files' is selected and click **OK**



- Click on the **'Security'** tab



- Select each Group or user name under **'Group or user name'**
- Ensure the Permission are set to **'Full Control'**

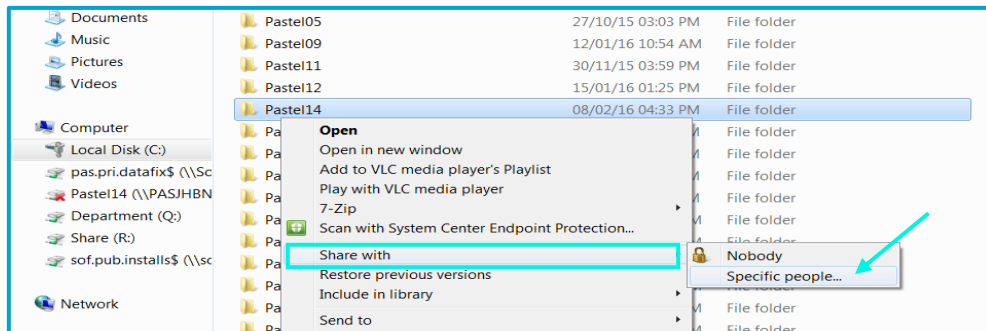
### If the Permission is not set to **'Full Control'**:

The quickest way to **enable** full control is to **share** the local **Pastel/Xpress** folder. Alternatively contact your IT administrator for assistance.

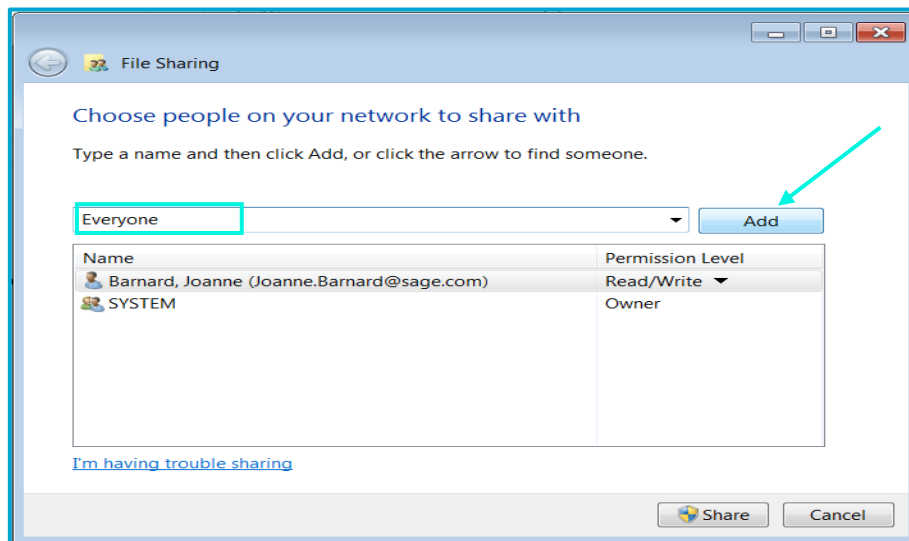
- Ensure you are on the **Sage Pastel Server** (this is the machine where **Sage Pastel** is registered as the **Server**)
- Press the **'Windows'** and **'E'** keys found on your keyboard simultaneously



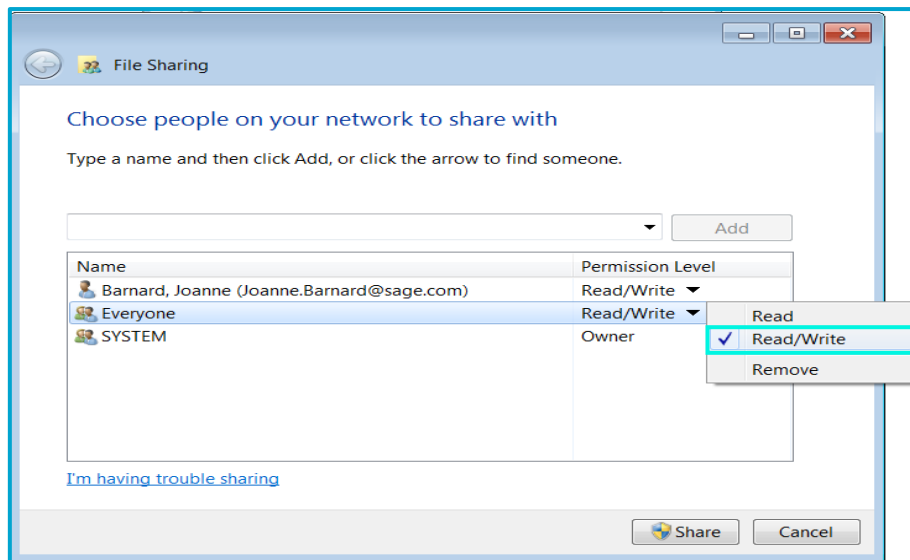
- Navigate to the **Pastelxx/Xpressxx** folder (where xx represents the version of Pastel you are using i.e. **Sage Pastel Partner V14 = Pastel14, Sage Pastel Xpress V14 = Xpress14**)
- Right click on the **Pastelxx/Xpressxx** folder
- Select the option **Share With| Specific People**



- The **'File Sharing'** screen will display:



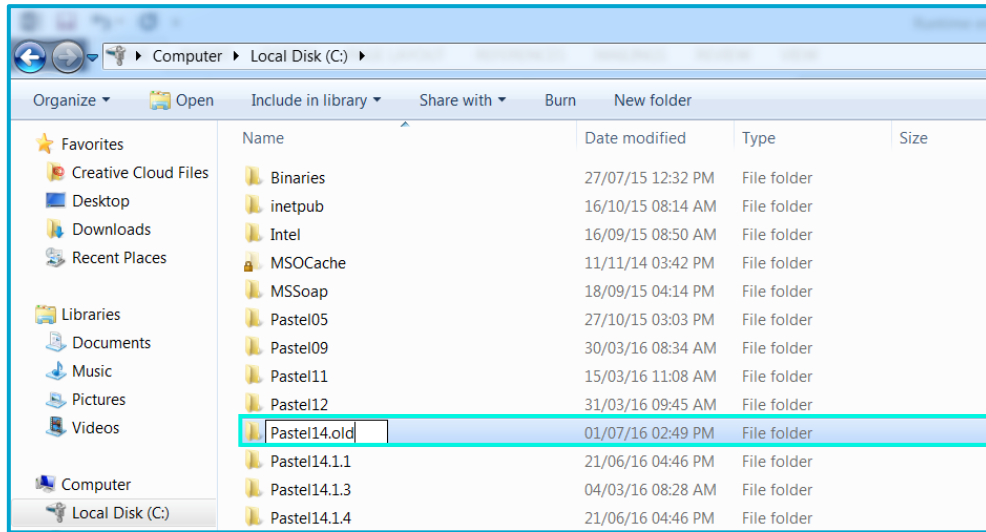
- Type **Everyone** and click on **Add**
- Change the **Permission Level** next to Everyone to **Read/Write** by selecting the option on the drop down menu as shown below:



- Click on **Share**
- Once completed click on **Done**

## Running a repair on Sage Pastel Accounting

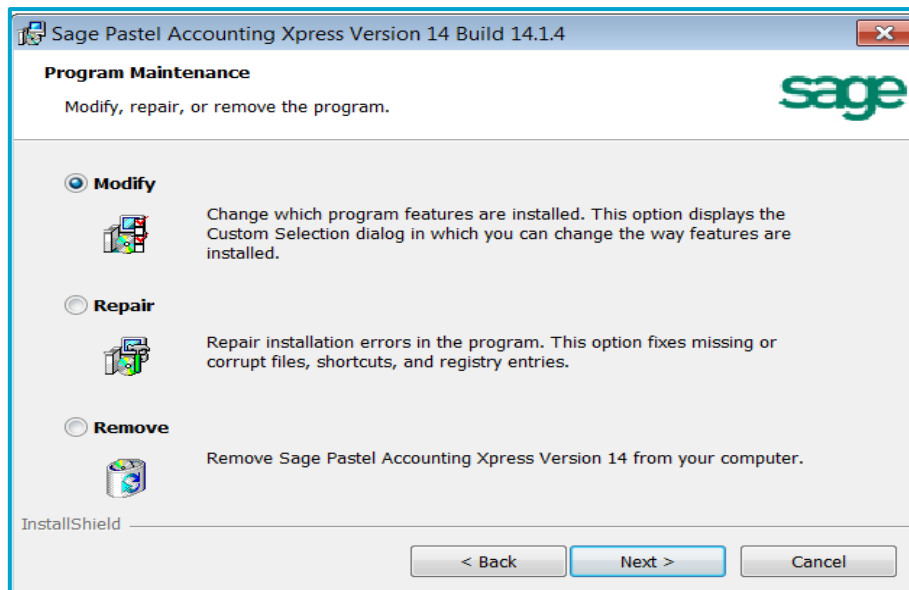
- Rename the **Pastelxx/Xpressxx** folder on the **Sage Pastel Server** and the **PC** where you receive the error to **.old**



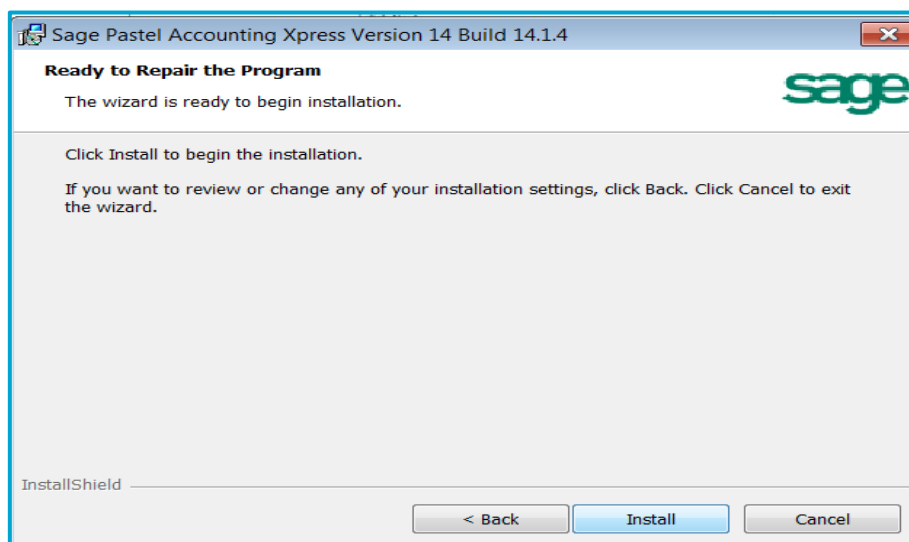
- Locate the **Sage Pastel Installation** file (This is the file used to install Sage Pastel Accounting.)
- **Double click** to run the installation



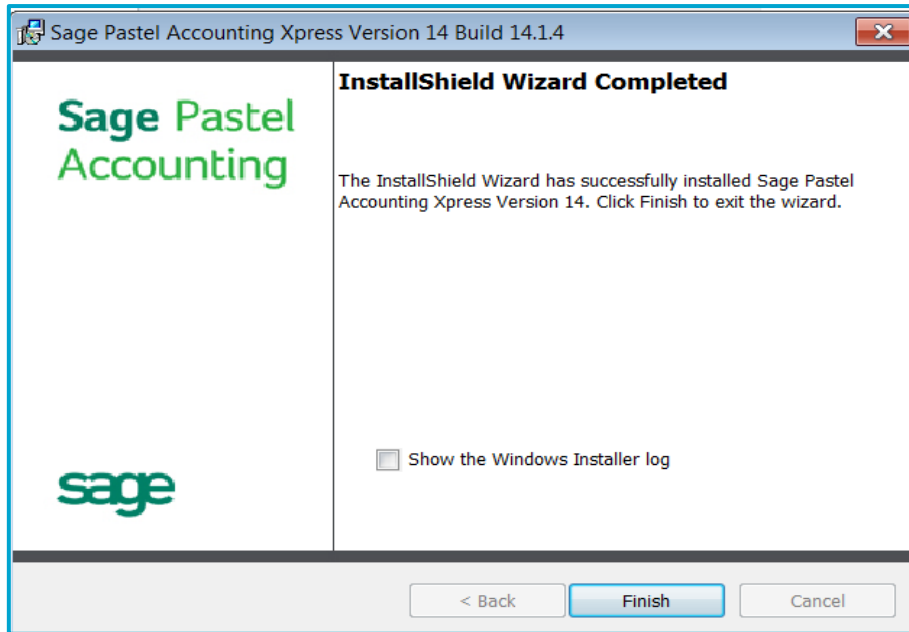
- Click **Next**
- The '**Program Maintenance**' screen will display:



- Select **Repair**
- Click on **Next**
- The '**Ready to Repair the Program**' screen will display:



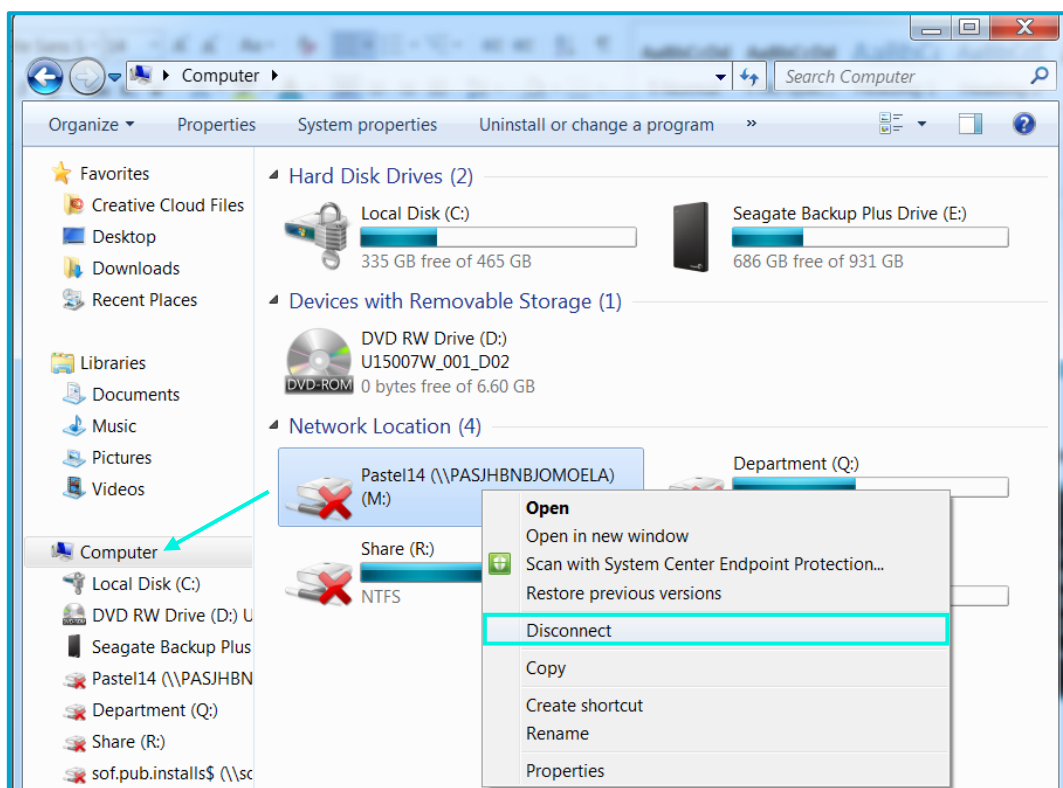
- Click on **Install**
- Once the installation is complete click on **Finish**



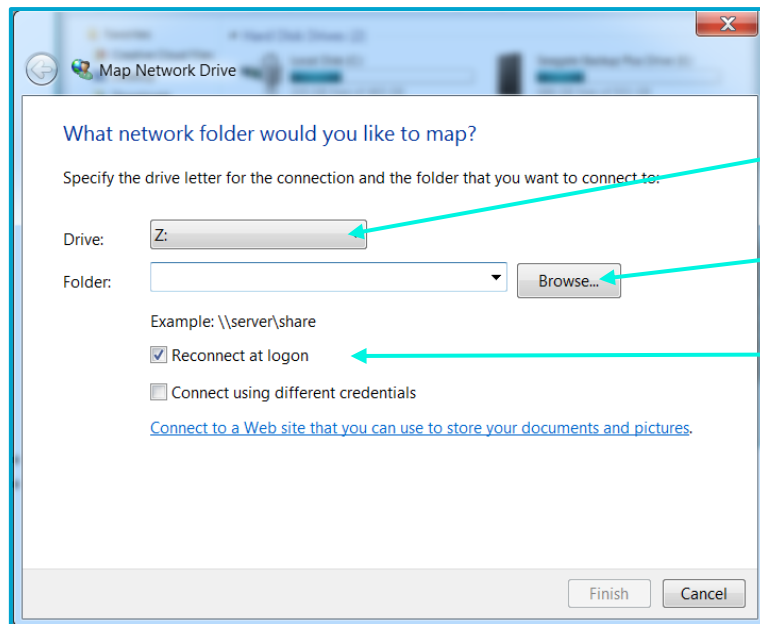
- Re-open **Sage Pastel Accounting**

## Remap the network drive from the workstation to the Sage Pastel Server

- Press the '**Windows**' and '**E**' keys found on your keyboard simultaneously



- **Right Click** on the **mapped drive** and select **Disconnect**
- **Right Click** on **Computer** and select **Map Network Drive**
- The '**Map Network Drive**' screen will display:



- Select an **unused Drive letter** i.e. P
- Select the Sage Pastel **Server Name NOT IP address**
- Ensure **Reconnect at logon** is ticked

- Select an **unused drive letter** between L and V
- Click **Browse**
- From the list select the **Sage Pastel Server Name**
- Select **the Pastelxx/Xpressxx Folder**
- Ensure **'Reconnect at logon'** is ticked
- Click **Finish**