Sage Pastel Accounting

Status 161
This error message normally appears when trying to open a Company on Sage Pastel Accounting. The error message reads ‘The max number of user count licenses has been reached’.

**Status 161 occurs in the following circumstances:**

- The Pervasive is **not licensed**
- The **incorrect version** of Pervasive is **installed** on some or all of the machines

**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:**

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<td><strong>Is the Pervasive Installed, the Pervasive loaded on the PC</strong></td>
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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:

![Software List](image1.png)

• 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)

![Windows Explorer](image2.png)

• Search for **Guilcadm.exe**

![File Search](image3.png)

• 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

**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…**

![Windows Firewall with Advanced Security](image1)

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

![New Inbound Rule Wizard](image2)

- 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 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 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

![Control Panel](image)

- 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

![User Account Control](image)

- 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*