sage Pastel Xpress Accounting

VERSION 17

Install Guide

New Installation, multi-user

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Welcome to Sage Pastel Xpress Version 17

Thank you for choosing Sage Pastel as your accounting software, support and service provider. This Sage Pastel Xpress Version 17 installation guide assists you with the smooth and effortless installation of your accounting software, providing you with easy to follow, step-by-step instructions.

1. Hardware Requirements

These are the hardware and operating system software requirements for the system:

	Workstation	Server
HARDWARE		
Minimum	Single Core 1 GHz	Single Core 2 GHz
Recommended	Dual Core 2 GHz or higher	Dual Core 2 GHz or higher
DVD Drive	Required	Required
RAM		
Minimum	2GB	4GB
Recommended	2GB or higher	128MB per simultaneous user who accesses the system
SCREEN RESOLUTION		
Minimum	1024 x 768	1024 x 768
OPERATING SYSTEM		
Supported Operating Systems	Windows 7, Windows 8 and Windows 10	Windows 7, Windows 8, Windows 10, Windows Server 2008 R2 and Windows Server 2012 +

- *Microsoft Office integration and email functionality requires you to have Microsoft Office version 2000 or above installed on your workstation.*
- *Windows XP Operating System - NO LONGER SUPPORTED*
- *Microsoft will no longer support Windows XP Operating System. This means Windows XP users will not receive Microsoft software updates, including security updates that help protect your POS system from viruses, spyware and other malicious software. If you are currently operating a Windows XP Operating System, we recommend you move to a supported operating system so you can continue operating in a secure environment. In moving to a new operating system, if your POS system also runs in Windows XP, we suggest you contact your primary support provider to discuss compatibility of your POS system with the new operating system.*

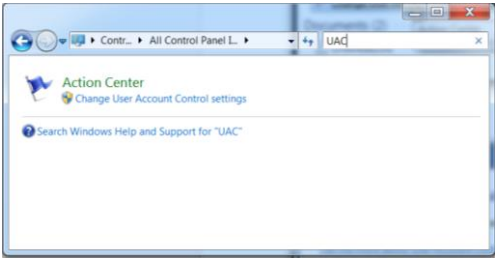
2. Setting up your product in five easy steps

Step One - Installing Sage Pastel Xpress Version 17
Step Two - Starting Sage Pastel Xpress Version 17
Step Three - Registering Your Software
Step Four - Working with Companies

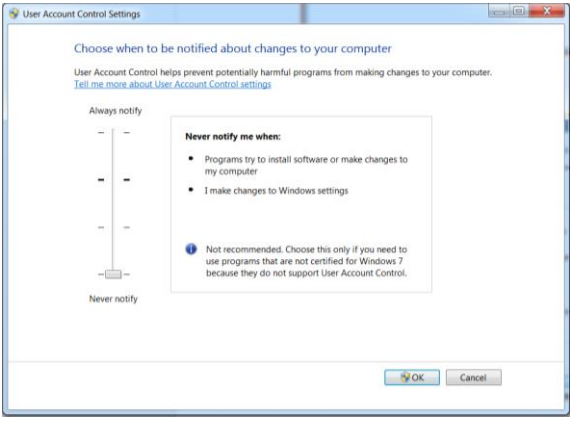
Windows 7

Select **Start | Control Panel.**

In the **Search** field type in **UAC** then click on **Change User Account Control settings**.



Move the slider to the option **Never notify**.

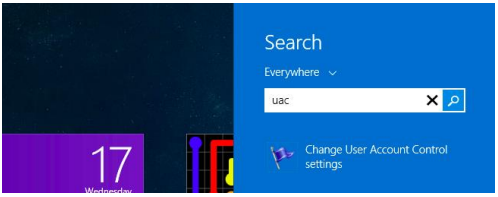


Click on the **OK** button and restart your computer.

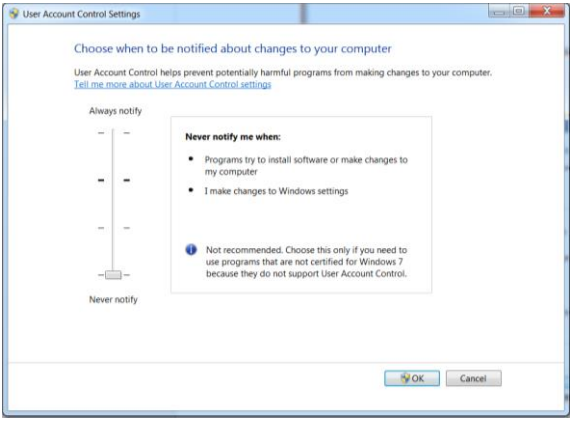
Windows 8 and Windows 10

Select **Start** button.

In the **Search** field type in **UAC** then click on **Change User Account Control settings**.



Move the slider to the option **Never notify**.



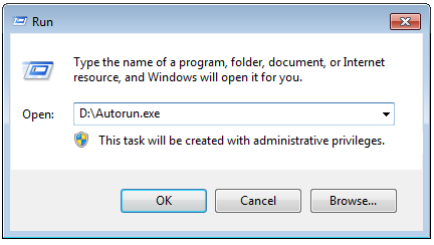
Click on the **OK** button and restart your computer.

Step one: Installing Sage Pastel Xpress Version 17

Place the DVD in the DVD-ROM drive. The DVD should start up automatically. If the DVD does not start up automatically:

- Click Start on the Windows taskbar.
- Click the Run option.

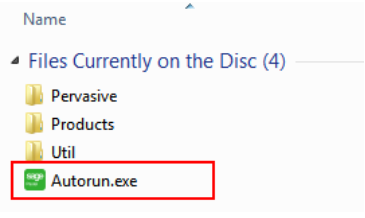
The **Run** window opens:



In the **Open** field, enter the DVD-ROM drive letter together with **"\Autorun.exe"**.

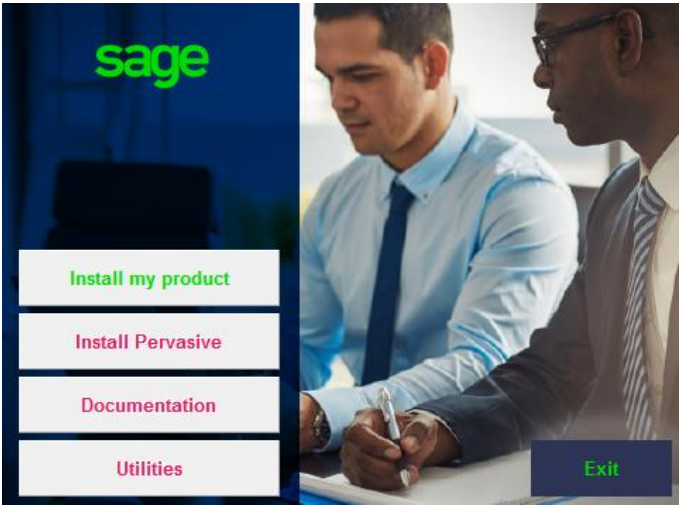
The above screen shows what you would enter if your DVD-ROM is drive D.

Instead of this, you can click the **Browse** button and select the file on the DVD-ROM.

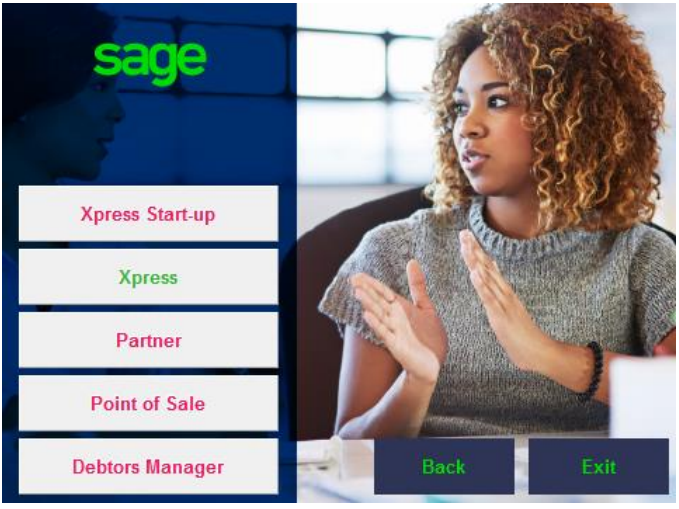


Select the **Autorun.exe** file and then click the **OK** button on the Run screen to continue.

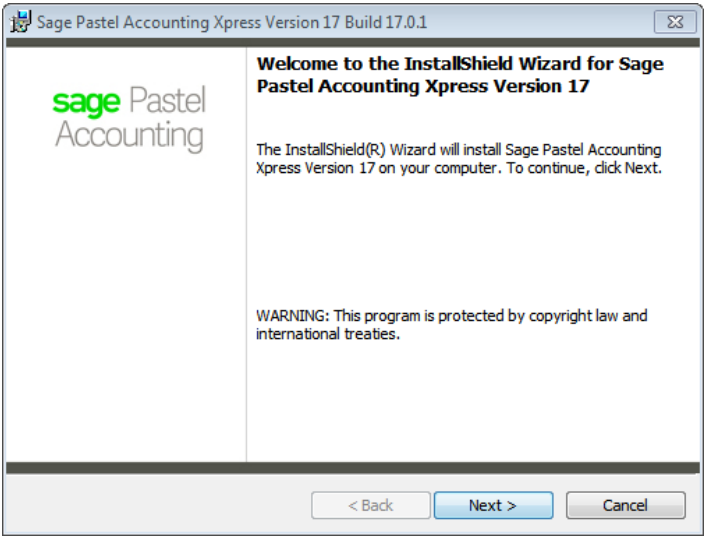
The system will automatically take you to the following screen:



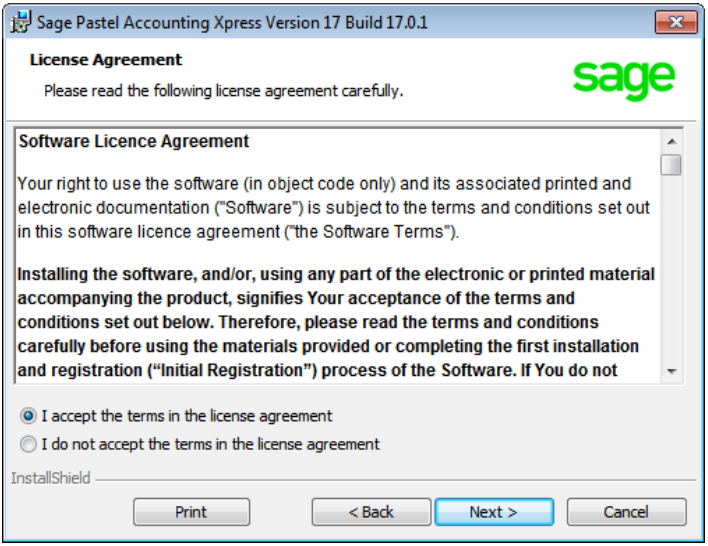
Click on the **Install my product** button and then click on the **Xpress** button.



Click **Next** to continue.



The next screen that displays is the **License Agreement** screen:

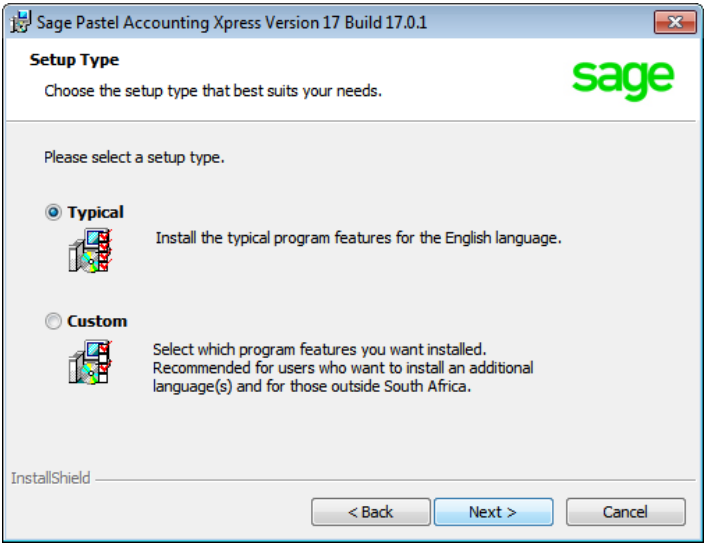


Read the Licence Agreement, and select **"I accept the terms in the license agreement"**. The installation will not continue unless you accept the license terms.

Click on the **Next** button to continue.

Note that you can click the **Back** button at any time to review earlier screens.

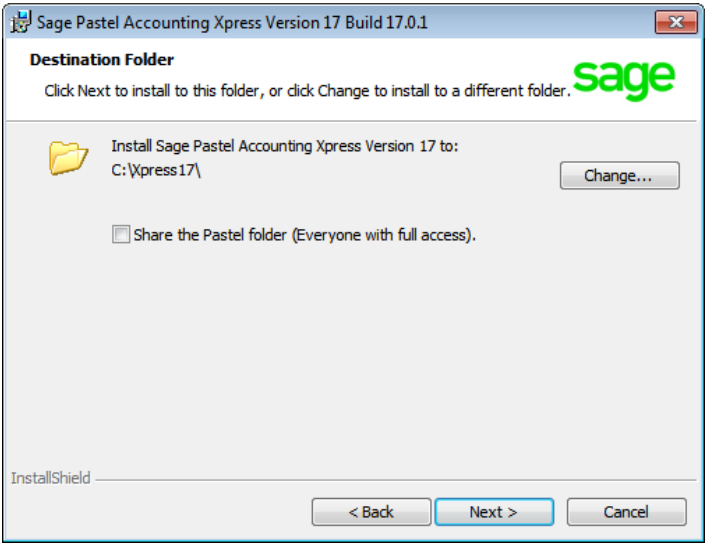
The **Setup Type** screen displays:



A **Typical** installation will install the program in English. If you wish to install additional languages, select the **Custom** option.

Click on the **Next** button to continue.

The **Destination Folder** screen will display:



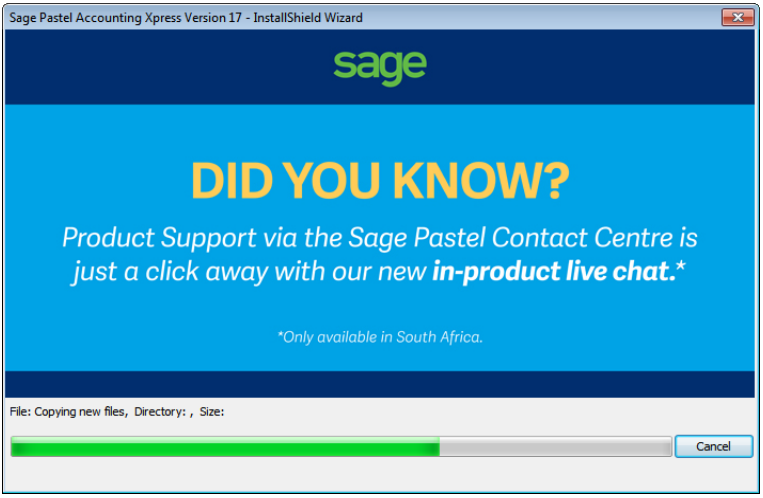
In this screen, you choose where to install Sage Pastel Xpress Version 17. Unless you have a good reason, you should not change the default installation folder. If you do wish to change the installation folder, click the **Change** button and select the folder to which you wish to install to.

Click on the **Next** button to continue.

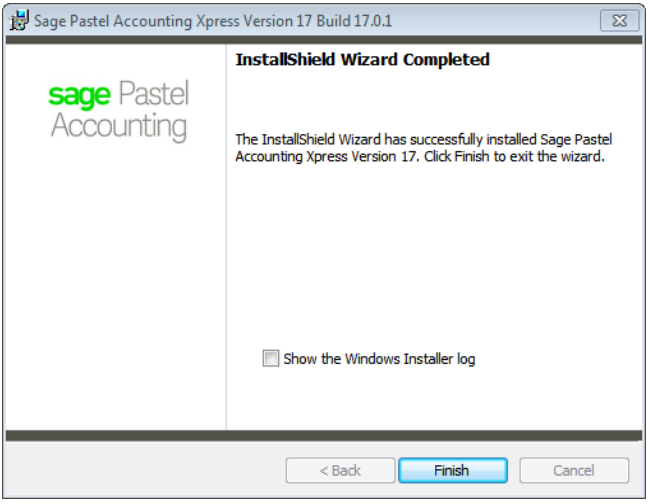
The Ready to Install the Program screen displays.

Click the **Install** button to begin the installation.

The system displays a progress indicator:



Once the installation completes, the **InstallShield Wizard Completed** screen displays:



Click on the **Finish** button to complete the installation.

Step two: Starting Sage Pastel Xpress Version 17

You can start Sage Pastel Xpress Version 17 in two ways:

i. Locate the **Sage Pastel Xpress Version 17** icon on your desktop:

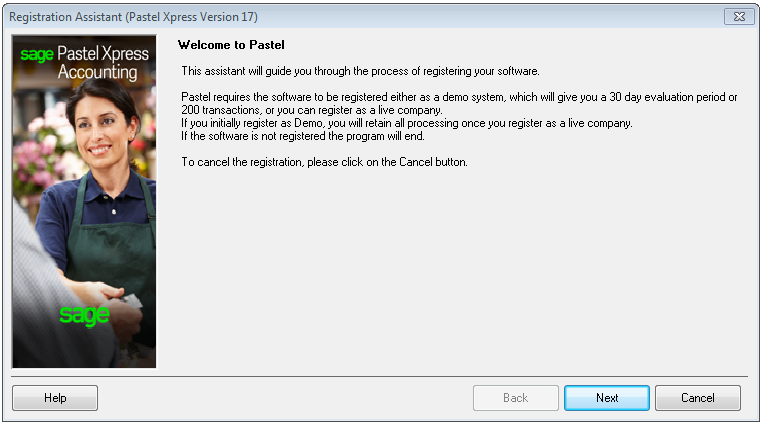
Double click the icon to start the program.

ii. Alternatively from the Start menu, choose All Programs I Sage Pastel I Accounting Xpress Version 17 I Xpress Version 17.

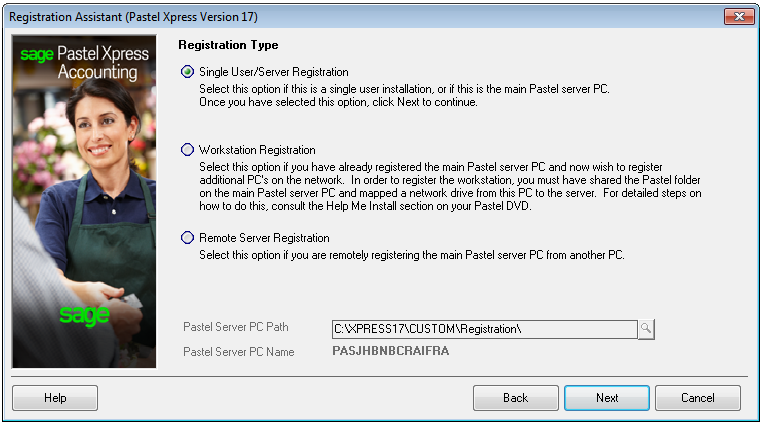
Step three: Registering your software (First register your Server/Main Computer)

You will have to register your package before you can make full use of it. To register, you need to obtain a Registration Code from Sage Pastel. You can do this by phone during normal working hours, or at any time via the internet. Registration is an annual activity, at no cost. You will also need to register if you install the system on another computer, or if you add more features. When you register, you do not lose any data you entered prior to registration.

The first time you start Sage Pastel Xpress Version 17, the **Welcome** screen will display:



Click the **Next** button to continue. The **Registration Type** screen displays:



Here you choose the configuration you are registering:

Use the **Single User/Server Registration** option to register your package on the server.

Use the **Workstation Registration** option to link workstations to a multi-user registration. Once you complete the registration of the multi-user version using the **Local/Server Registration** option above, use this option to link each workstation installation to the server registration.

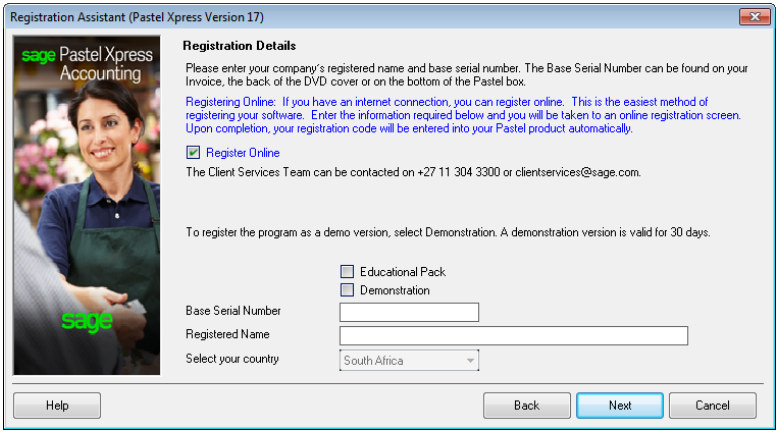
This works as follows:

- The **Server Path** field activates. Use the icon to navigate to the **Custom/Registration** folder on the computer on which you registered the product. The Assistant will skip to the final screen.

Use the **Remote Server Registration** option to register a multi-user version, where the server is a non-Windows server. This will use the workstation you are on to write registration information onto the non-Windows server, after which you can register workstations as in the previous option.

Once you make your registration type choice, click on the **Next** button to continue.

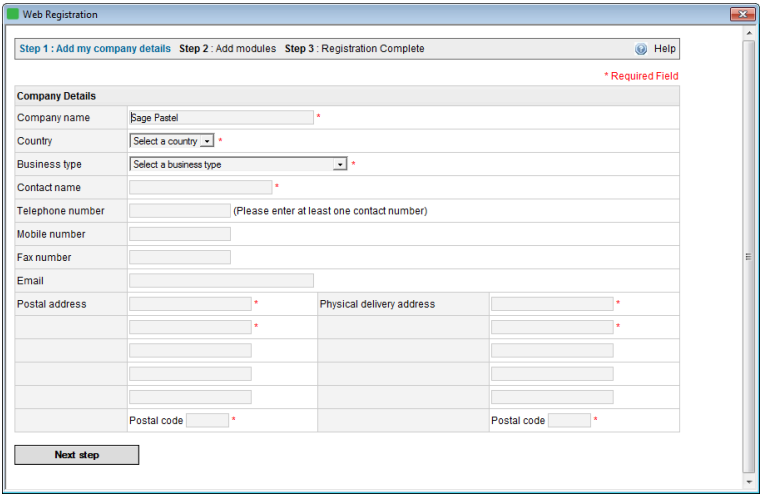
The Registration Details screen displays:



Work in this screen as follows:

- To register online, check the **Register Online** check box. This is the recommended method, as you can register at any time. If you deselect the selection box, please call us during normal business hours to register.
- To register a demonstration version, select the **Demonstration** check box. The **Select Your Country** drop down list activates, and you can choose your country. The Assistant will skip to the final screen.
- To register a live version, deselect the **Demonstration** selection box. Enter the **Base Serial Number** that is on your packaging or DVD, and enter your registered name in the **Registered Name** field. This name appears on all printouts you produce for any company. Note that for security purposes you cannot use generic names. You provide this name when you register.
- Once you enter registration details, click on the **Next** button to continue.

If you are registering for the first time, a screen will display showing the **Base Serial Number** entered into the Registration Wizard. Click **Next** and complete all the fields.



If you purchased additional modules, enter the serial number for each module here. Click the **Complete Registration** or complete re-registration button to continue. Your registration code will be returned to Sage Pastel. If you are not registering online, the **Registration Code** screen displays:

This works as follows:

- The Access Code displays.
- You now need to contact Sage Pastel Registrations and provide us with the company name, base serial number and this access code.

Register online or contact Sage Pastel Registrations.

To register by email, send all the required information to clientservices@sage.com. To register by phone, call Sage Pastel Registrations: 086 11 COVER (26837) during normal business hours.

> Tip:
> Registering online is faster, easier and more efficient than registering telephonically or via email. Save time and ensure accuracy by registering your product online.

When you receive your registration code, enter it into the **Registration Code field**. This is a long code, so ensure you enter it correctly.

Click on the **Next** button. If the code is incorrect, enter it again.

Once you complete the online or telephonic registration, the **Summary** screen displays.

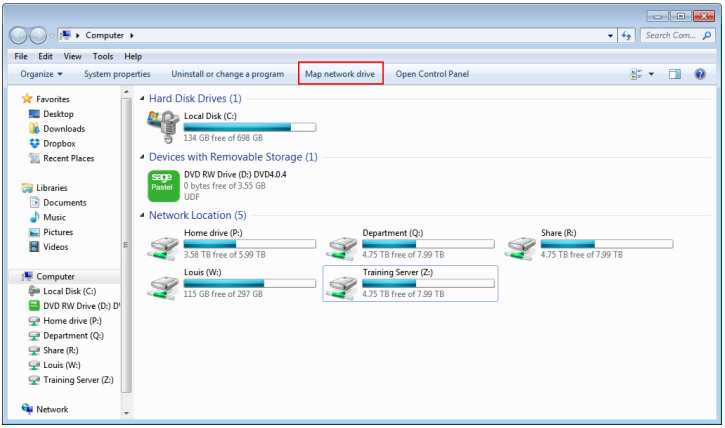
Click on the **Next** button to finalise your registration.

The final step in the process for the server is to share your Xpress17 folder with the users that will be connection to Pastel. To share the Xpress17 folder, open the C: drive and right click on the Xpress17 folder.

From the menu, select **Share with** and select the users you want to share the folder with.

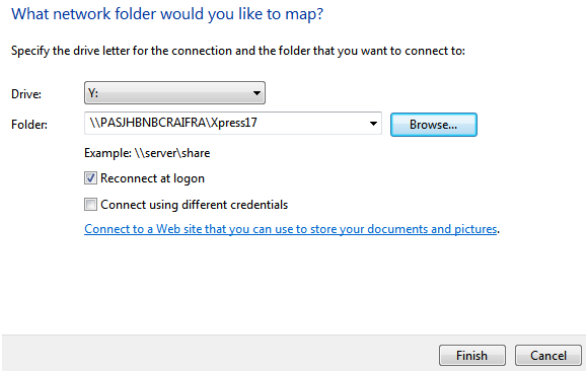
Once you have shared the Xpress17 folder, you need to create a mapped drive.

Select Computer on your PC and click on the **Map network drive** option.



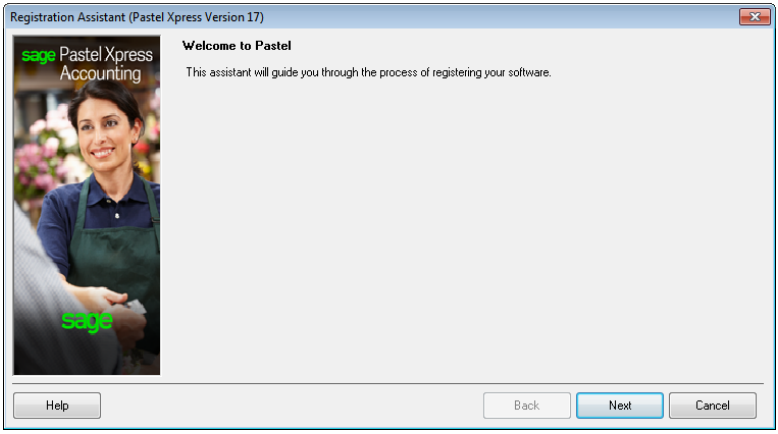
On the next screen, select a drive letter and then click on the Browse button to locate your folder you shared. When you have located the folder, select the folder.

Confirm the check box **Reconnect at logon** is selected and click on the **Finish** button.

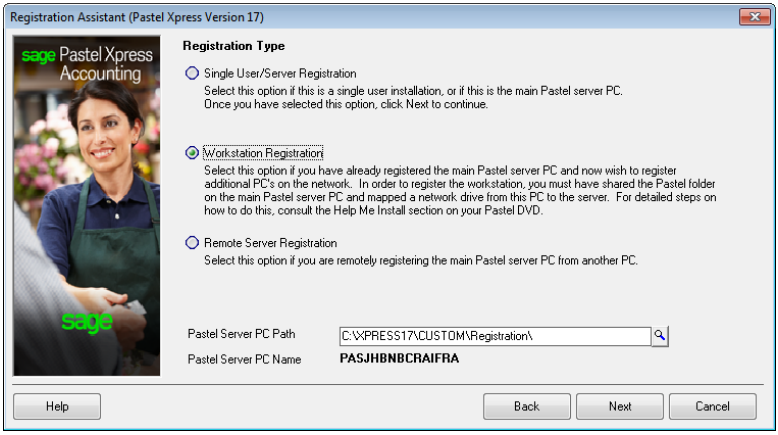


Step four: Registering your workstations

The first time you start Sage Pastel Partner Version 17, the **Welcome** screen will display:



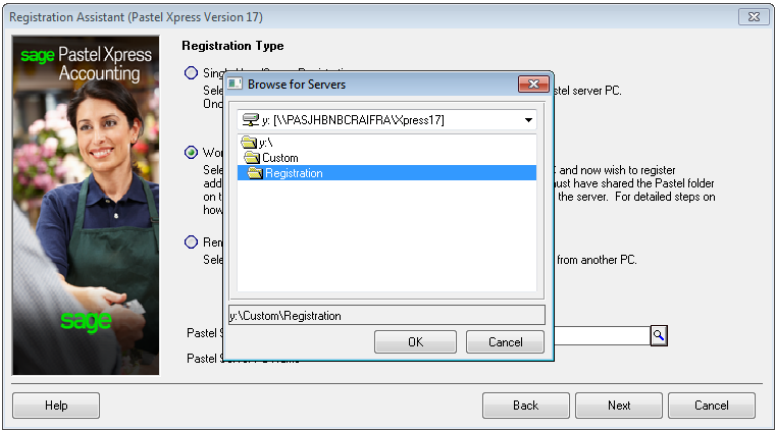
Click the **Next** button to continue. The **Registration Type** screen displays:



Here you choose the configuration you are registering:

You will select the **Workstation Registration** option to link workstations to a multi-user registration. Once you complete the registration of the multi-user version using the **Single User/Server Registration** option above, use this option to link each workstation installation to the server registration.

Click on the zoom button next to the Pastel Server PC Path and search for the mapped drive you created on the server. Once you have located the mapped drive, select the **Custom** folder then select the **Registration** folder.



Click on the **OK** button then the **Next** button and the Summary screen will display.

Click on **Next** then **Finish** to complete the registration of the workstation.

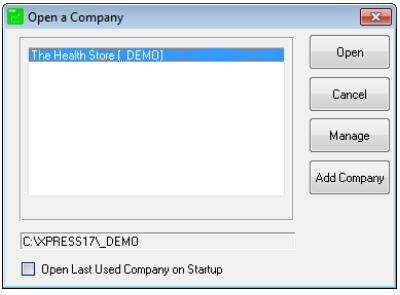
Step five: Working with companies

When you have installed Sage Pastel Xpress Version 17, the system adds the demonstration company to the **Open a Company** screen automatically.

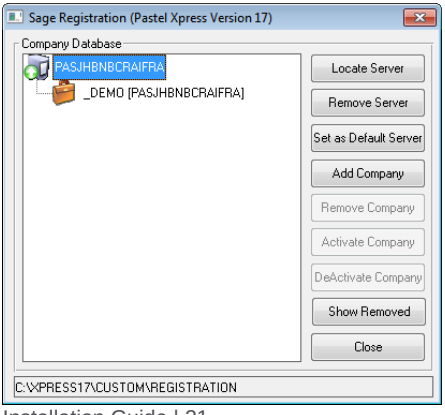
To create a new company, you will select **File | New**. Choose the **Use Setup Assistant** option. This is the recommended method of creating a new company. The **Setup Assistant** takes you through a series of screens and creates a company with all required parameters set up. Once the **Setup Assistant** creates a company, you can work in it immediately.

If you want detailed information on this topic, consult the online help. To access this, click on the **Help** menu and select **Pastel Help**.

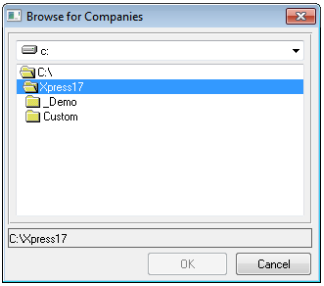
To open an existing company, choose **File | Open**. The following screen will display:



Click on **Add Company** and you will see the following screen:



You will see your registered server. Click on **Add Company** and the following screen will display:



Browse to where the data is located.

- Double-click on the data folder and then click **OK**. Now click on **Close** and you will see your data in the list of companies available for you to open.
- If you are working in a multi-user environment, and the company you want to open resides on another machine, you will need to map a network drive to the data folder.

3. Managing your multi-user environment

In a multi-user environment, it is a good idea to identify and set up a Fixed Gateway for the Sage Pastel Xpress Version 17 data files.

i. What does the Gateway do?

- On a network where there is no dedicated server and the server which stores the data is also used to perform day to day functions, we refer to this type of setup as a peer-to-peer network.
- The Gateway facility allows you to access data on other computers on the network.
- A Gateway therefore needs to be selected. The PC which is selected as the Gateway will “act” as a server since it will control the access to the files and the computer on which the data (company) is stored.

ii. Which PC should be selected as the Gateway?

- It makes sense to select the PC with the best resources or specifications to act as the Gateway.
- Selecting the same PC where the data is stored to act as the Gateway also results in improved speed since the request for information to be supplied and the supply of the information takes place on the same PC.

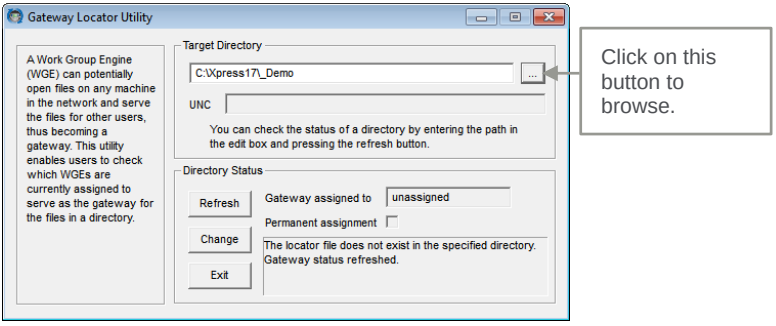
iii. What are the consequences of not selecting a Gateway?

If no fixed Gateway is selected, then the system will operate on a “floating” gateway. This means that the first PC on the network to open that company will act as the Gateway for that data directory, until it is shut down or turned off. Potential problems exist in this scenario:

- The machine with the least resources or the poorest specifications may be the first to log in and act as the Gateway. This will result in poor speed performance for all the machines accessing the data.
- Further, if the user acting as the Gateway shuts down the machine or stops the Pervasive engine then all the other users will also encounter a problem (likely an error code 20).
- Data corruption will occur if a user is trying to perform an update when this happens.
- Since this is difficult to track, it is strongly recommended that a Fixed Gateway be selected.

How and where does the Gateway get set?

Go to the PC on which you will be storing the data (or you can do this from any other PC) and select **Start | All Programs | Pervasive | PSQL 10** and then click on **Utilities** and then **Gateway Locator**.



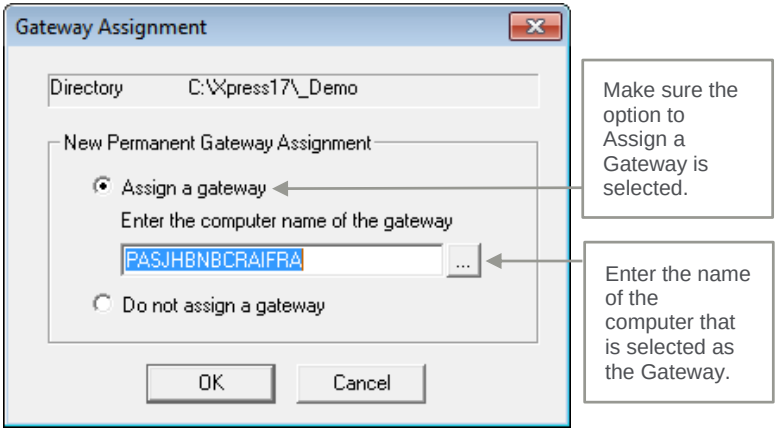
Next to the window for **Target Directory**, click on the browse button to browse to the company folder, for example **C:\Xpress17\Demo**.

> Note:
> In the figure above the C: drive indicates the drive on the PC where the data will be stored, and Demo refers to the company name.

If you are doing this from another PC, you will browse for the PC on which the data is stored, and then for the company directory on that PC. If you have more than one company, then you will need to do this for each company, one at a time.

Under **Directory Status** you will see that the Gateway is unassigned. Click on **Change**.

This will display another window where you can select the Gateway PC (Ensure you have '**Assign a Gateway**' selected).



- The system will default to the name of the PC that you are working from and you will be required to alter it if you are not performing this from the PC selected to be the Gateway.
- If you are doing this on the Gateway PC, the PC name is correct and no change is required.

Note:
If you have more than one company in Sage Pastel Xpress Version 17 you can select to have a different PC act as the Gateway for each company. If one user processes more often in a particular company, then we suggest you make that user's PC the Gateway for that particular data set.

- The Gateway for a particular company can be changed to a different PC at any time by repeating the setup above.

4. Troubleshooting your installation

In order to minimise potential problems, we recommend reading this section. For further troubleshooting information, please refer to the Troubleshooting section in the online help.

Prior to installation:

- Ensure that the minimum system requirements are met. These requirements are detailed at the beginning of this guide.
- Restart your system before installation to ensure that the resources for the installation process are cleared.
- Login as the Administrator of the PC - this will ensure that you have all the necessary rights in order to install your software.
- Disable any virus checking software for the duration of the installation only. This is necessary because anti-virus software blocks writing to system files (e.g. *.VBX, *.DLL, *.OCX files) and the updating of some of these files may be required during installation.

Tip:
Should there be a problem in disabling the anti-virus software it may need to be uninstalled completely and reinstalled after the installation. This is for the same reasons as above.

Error Code 20 - Record Manager Inactive

This error occurs when the Pervasive Database Engine is not running on the local machine or the server.

You should work through the following possibilities in sequence:

- Missing or Incorrect Installation
- Firewall Settings
- Anti-Virus Settings

i. Missing or Incorrect Installation

Error 20 can occur if Pervasive was installed incorrectly.

To determine whether Pervasive is running:

1. When you start Sage Pastel, in the Windows Taskbar, at the bottom right corner where the time displays, there should be a Pervasive icon:

If this icon does not display, you should install Pervasive manually. First confirm the Firewall and Anti-Virus settings are correct as outlined below.

ii. Firewall and Anti-virus Settings

If you have a firewall installed on the workstation, it may be inhibiting communication between a workgroup or client/server version and causing an error 20. If this is the case, you have to tell the firewall software to allow such communication. We show you how to control this in using the firewall built into Windows. If you are using a different firewall, consult the software's user guide.

To check and set firewall settings in Windows:

1. In Windows, open the Control Panel and double click the **Windows Firewall** option.

2. Click on the **Change notification settings** link.

3. Ensure the **Notify me when Windows Firewall blocks a new program** checkbox is checked. If it is not checked, then check it and click **OK**, and try to access Pervasive once again. If there is no message from **Windows Firewall**, then this is not the problem.

4. If you receive a message from **Windows Firewall**, start it up again as above, and select **Advanced Settings**.

5. Click on **Inbound rules** and then click on **New Rule**.

6. Add the following:

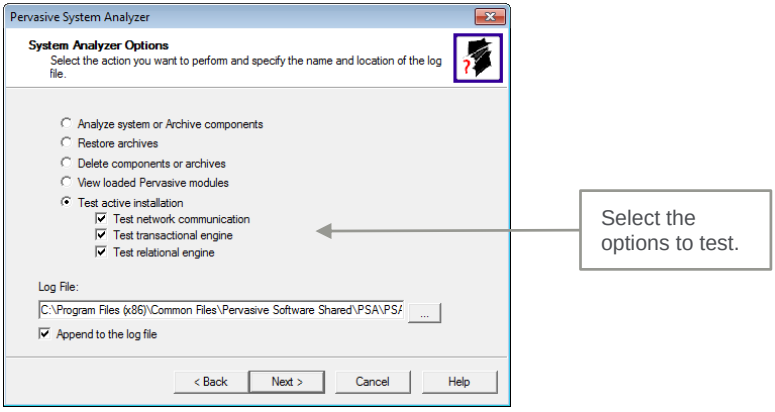
- Select **Program** and click on the **Next** button**.** Browse to the program C:\PVSW\Bin\w3dbsmgr.exe
  - Click **Open** then **Next**.
  - Select the option **Allow the connection** and click on the **Next** button.
  - Select which computers the rule applies too and click on the **Next** button.
  - Give the rule a name and then click on the **Finish** button.
- Click the **Port** option.
  - Specify the following port and click on the **Next** button:
    - 1583
    - 3351
  - Select the option **Allow the connection** and click on the **Next** button.
  - Select which computers the rule applies too and click on the **Next** button.
  - Name the rule and click on the **Finish** button.
- Close the Windows Firewall.

iii. Anti-virus blocking network communication

If you have anti-virus software installed on your workstation, it could be causing an issue that gives rise to the error 20. You should disable the anti-virus software and see if this helps. If it does, please get your Network or IT administrator to set the anti-virus software to allow Pervasive communication across the network.

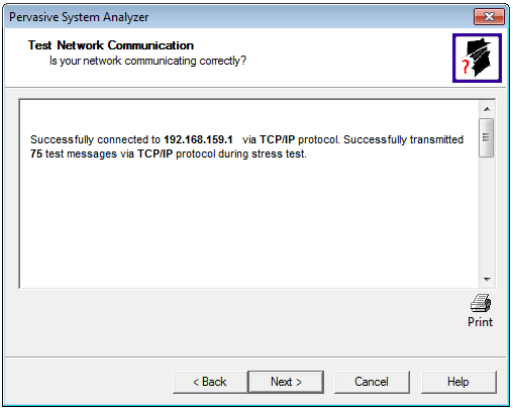
iv. Using Pervasive System Analyzer to test network communication

- Click on **Start** then **Programs**.
- Click on **Pervasive System Analyzer**.
- A window will be displayed on the screen, click on **Next**.
- Select the option **Test Active Installation,** and ensure all the options below that are also selected.



- Now select the **Server** machine on the network, this will test network communication between the **Server** and the **Workstation.**
- Click on **Next**.

- A summary indicating that **ALL** information sent has been received should display.



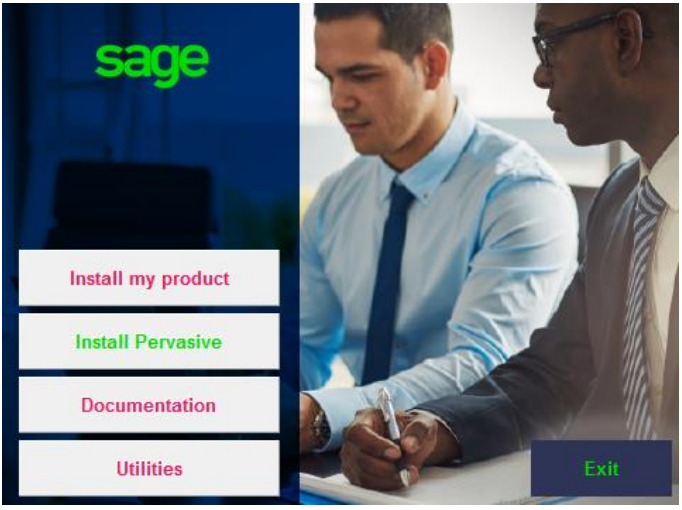
- On the next screen run the **Transactional Engine Test**.
- Ensure that the results are successful.
- Click **Next** to proceed.
- Now run the **Relational Engine Test** and make sure it is successful.
- If errors were encountered on any of these tests, it is best that you request your network or hardware technician to correct these.

5. Pervasive Installation / Repair

Only if you have received errors and need to install Pervasive manually must you follow these steps.

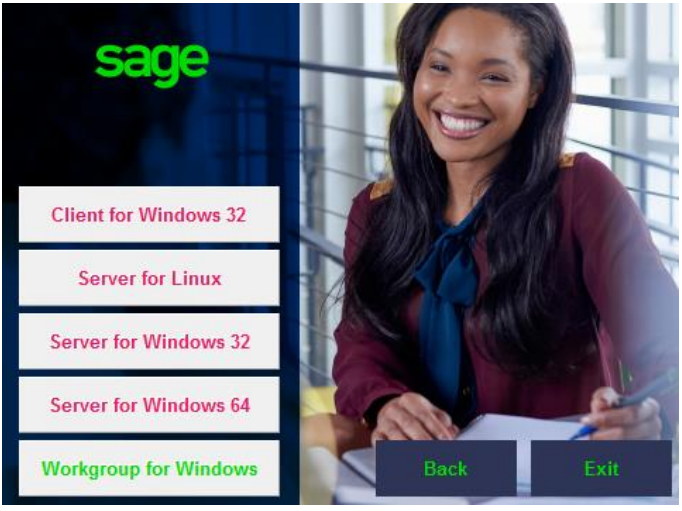
Place the DVD in the DVD-ROM drive. The DVD should start up automatically

The system will automatically take you to the following screen:

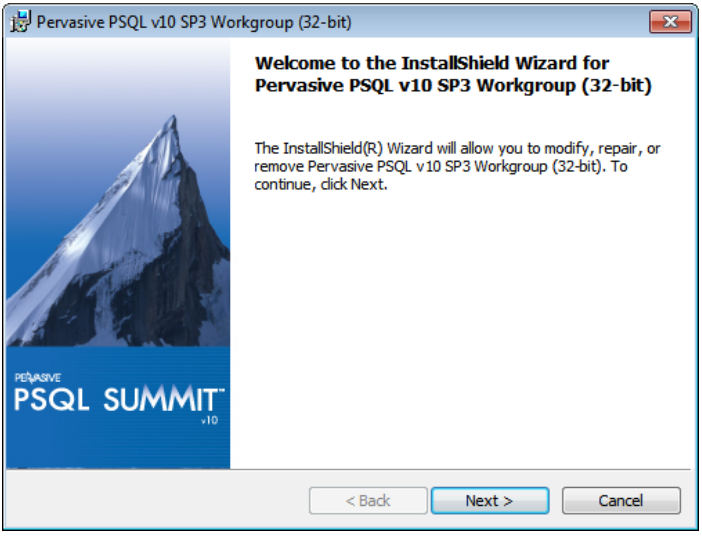


Click on the **Install Pervasive** button.

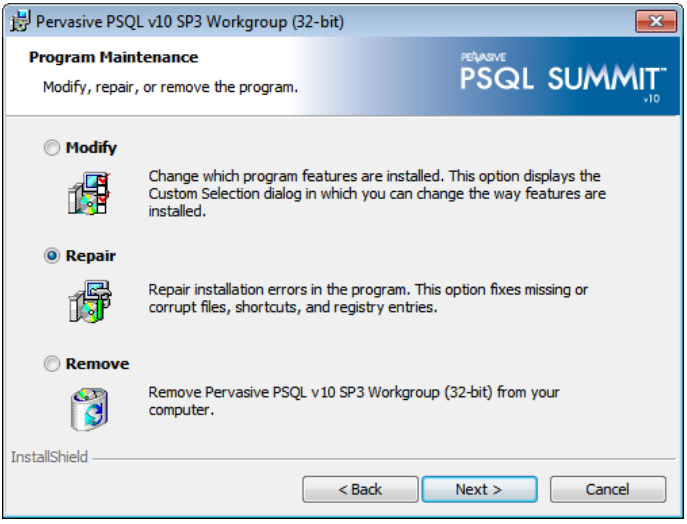
On the next screen, click on the **Workgroup for Windows** button.



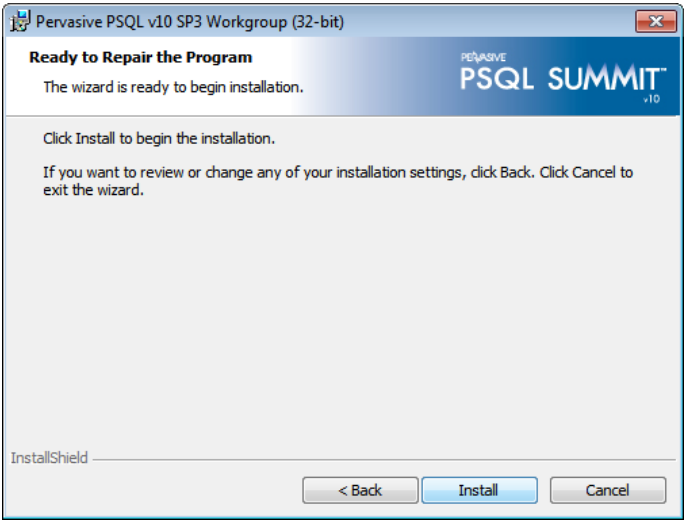
Click **Next** to continue.



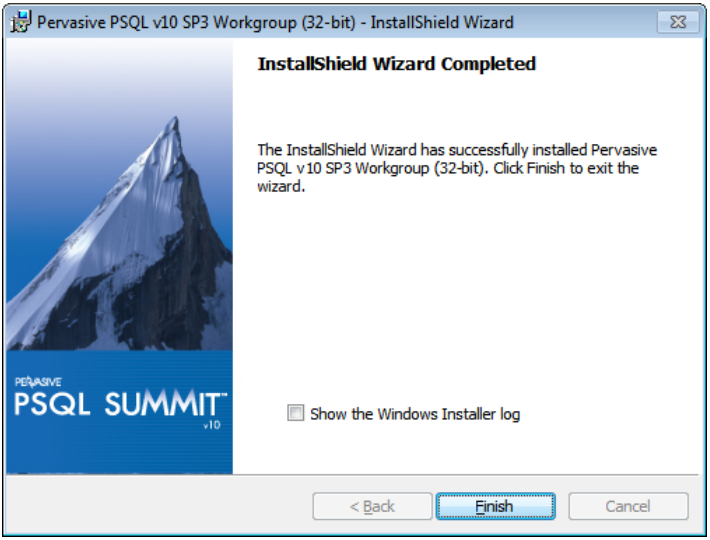
If Pervasive installed but did not install corectly, you will recive the following screen. Select the Repair option and click on the **Next** button.



Click on the **Install** button to complete the installation.



Once the installation is complete, click on the **Finish** button.



It is recommended that you restart your computer before trying to open Pastel again.

6. Keyboard Shortcuts

Function / Shortcut Key	Operation	Comments
F1	Access **Help**	The help facility is available by pressing F1 on any screen in your Sage Pastel product
F2	Open the Note facility	Press F2 to open the Note facility, which can also be linked to customer and supplier accounts.
F3	Allocate Open Item transactions	F3 allows you quick access to the Open Item matching screen when processing in journals or cashbooks.
F4	Open the Price Search facility	Useful for instant access to inventory items' selling prices. Also shows quantities on hand of inventory items.
F5	Zoom in on a record	F5 opens a zoom screen to perform various record editing and enquiry functions.
F6	Add a new record	Quickly create a customer, supplier, general ledger or inventory account at the touch of a button.
F7	Reconcile function	The F7 function key allows you to reconcile your physical bank statement with Sage Pastel's cashbook transactions quickly and easily.
F7	Modify a record when on a Zoom screen	Modify or edit a customer in the cashbook, supplier or general ledger account when zooming in for either of the above. Note: the F7 function only works when on a zoom screen for an account.
F8	Switch between VAT inclusive and exclusive transactions	When processing in the cashbook or journal, press F8 to change an amount from exclusive to inclusive or vice versa. **Note:** this function only works in cashbooks and journals.

F9	Open the calculator	F9 opens the calculator from Windows. Select View on the calculator and then click on Scientific for access to many additional, useful calculator functions.
F12	Return to the previous column	When processing in documents, journals or cashbooks, and you are in the Account field, you cannot move off the field without selecting an account. Pressing F12 while on the field will move you to the previous field without forcing you to select an account.
Ctrl + H	Edit customer/supplier **address details**	When processing document lines, you can use Ctrl + H to jump to the Delivery Address field instantly. **Note:** you need to be on the transaction lines to use this shortcut.
Ctrl + L	Insert **lines** on invoices	When processing documents, after selecting the customer/supplier account, you can use Ctrl + L to jump straight to the lines without tabbing through the rest of the fields in the header section. Note: you need to be on a header field to use this shortcut.
Ctrl + R	**Copy postal address** to delivery address field or vice versa	In the Edit Customer/Supplier menu, you can use this function to copy your delivery address to your postal address field, and vice versa.

7. Useful Contact Details

Cape Town Switchboard	+27 21 522 7400	ctsales@pastel.co.za
Durban Switchboard	+27 31 537 7100	dbnsales@pastel.co.za
Johannesburg Switchboard	+27 11 304 3000	info@pastel.co.za
Registrations	+27 86 112 6837	clientservices@sage.com
Product Sales	+27 11 304 3600	sales@pastel.co.za
Training	+27 11 304 3670	training@pastel.co.za
Installation Assistance	+27 11 304 3830	installations@pastel.co.za
Client Services	+27 86 112 6837	clientservices@sage.com
Pastel Payroll	+27 11 304 4000	info.pastelpayroll@sage.com
International Switchboard	+27 11 304 3400	info@sagepastel.com
Support	+27 11 304 3300	support@pastel.co.za

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