

## **SAGE TROUBLESHOOTING**

### **Possible Solutions With Sage 50 Issues**

#### **PROBLEM 1: TRIED AND WAS NOT SUCCESSFUL AT DOWNLOADING THE SAGE 50 SOFTWARE (WITH or WITHOUT ERROR MESSAGES) USING THE PROCEDURES ON PAGE 1-18**

1. You should have followed the directions for obtaining an Activation Code/Serial Number from Sage on page 1-14
2. Go to [http://cdn.dlm.na.sage.com/sage50usedition/7207/sage50\\_2015.2.exe](http://cdn.dlm.na.sage.com/sage50usedition/7207/sage50_2015.2.exe)
3. Select the Direct Download option
4. Choose Save and run, when the Run Application window appears
5. Click the Install button
6. Follow the steps on page 1-19 and the top of page 1-20
7. As indicated at the bottom of page 1-20, enter the Serial number you received from Sage by e-mail
8. The system should convert the software to the student version allowing you to have both Bellwether Garden Supply and Stone Arbor Landscaping

#### **PROBLEM 2: RENTED TEXTBOOK DOES NOT HAVE THE ACTIVATION CODE FOR THE WAREN DATASET DOWNLOAD FROM ARMOND DALTON**

**Unless the student rented from Neebo from the link on Armond Dalton's website, they will not be able to use the rented textbook because the code on the front of the book has already been used. Used books and books rented from sources other than Neebo (when using the Neebo direct link to the book from Armond Dalton's website) must be returned and a new book should be obtained with an unused code on the front of the Instructions book.**

#### **PROBLEM 3 Part 1 : ERROR MESSAGE RESEARCH (SAGE CANNOT BE STARTED...)**

Students cannot get technical support through the 800 telephone number. Students can use the Knowledge Base on Sage's website. To access that Knowledge Base:

- With an open Internet connection go to <https://customers.sagenorthamerica.com/irj/portal/anonymous/kbsearch>

Sage Customer Portal

Welcome Guest User English Log on

Home Manage Cases Knowledgebase Community C Welcome Guest User help

Select Solution Accounting

Sage 50 U.S. Sage 50 U.S. Sage 50 Canadian Sage 50 Canadian Sage BusinessVision Accounting

Sage 50 - U.S Edition [Peachtree] Sage 50 Quantum - U.S. Edition [Peachtree] Sage 50 - Canadian Edition [Simply Accounting] Sage 50 Quantum - Canadian Edition [Simply Accounting] Sage BusinessVision Accounting

Next >>

Sage 50 Accounting - U.S. Edition Knowledgebase Search and Featured Support Resources

Knowledgebase Search and Featured Support Resources for Sage 50 Accounting - U.S. Edition are now featured on <https://support.na.sage.com>.

- Click on <https://support.na.sage.com>
- Click Select Product

sage Solutions Support Partners Community

Sage Knowledgebase Search Top Articles Top Downloads and Docs Support Resources

Welcome Sage Guest Login to access additional content, features, downloads and technical support chat. Sign up for an Account Login

Select Product Search Sage 50—U.S. Edition Advanced Search

Tips: For exact phrases, " " | To exclude a word, -- | For wildcard search, \* | For an OR search, OR

Search Home > Sage 50—U.S. Edition

Sage 50 U.S.

Browse Products Sage 50—U.S. Edition 2015 Sage 50—U.S. Edition 2014 Sage 50—U.S. Edition 2013 Sage 50—U.S. Edition 2012 Sage 50—U.S. Edition 2011

Top Articles Sage 50 2015 Installation Instructions Product: Sage 50—U.S. Edition 2015 | ID: 34418 | Last Modified Date: 6/10/14 | Rating: ☆☆☆☆ | Sage 50 2015 Installation Instructions Sage 50 2015 Installation Instructions The computer I was running Sage 50 on has crashed or is no longer available How do I install Sage on a new computer? Quick Tips for Network Install Always install ...

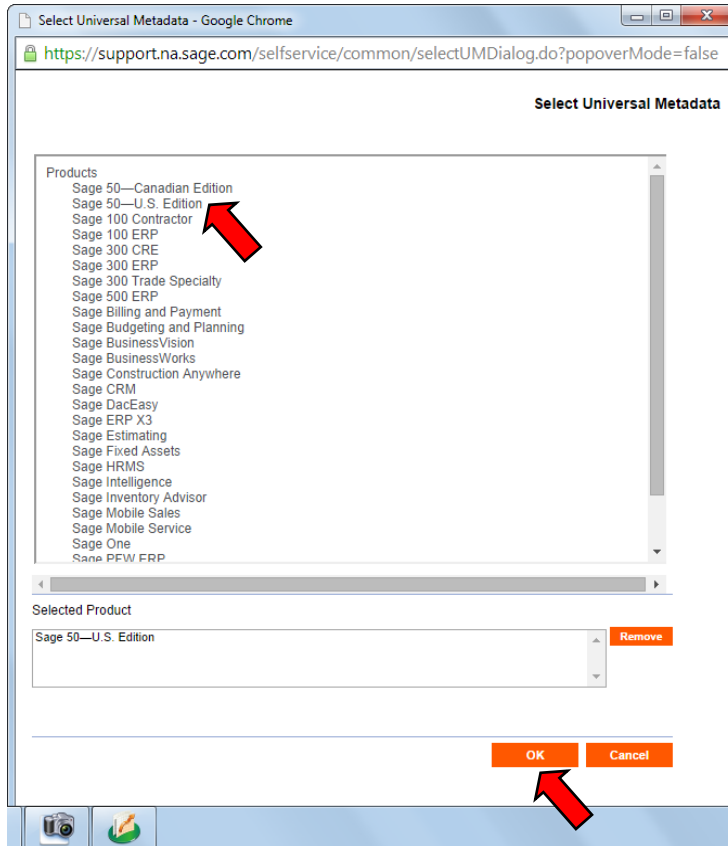
Error: "There was a problem activating. Please try again later." (2013... Product: Sage 50—U.S. Edition 2013 | ID: 10501 | Last Modified Date: 5/5/14 | Rating: ☆☆☆☆ | Error: "There was a problem activating. Please try again later." (2013 ONLY) Error: "There was a problem activating. Please try again later." Unable to activate program Unable to use program Note: This article is for use when trying to ...

What is the phone number to speak to my account manager? Product: Sage 50—U.S. Edition | ID: 10299 | Last Modified Date: 10/1/13 | Rating: ☆☆☆☆ | What is the phone number to speak to my account manager? What is the phone number to speak to my Account Manager If you are using Sage 50 Quantum Accounting, your Account Manager can be reached at 877-696-7811. If you are using any other

Chat live if you need to update your account, discuss payment options, or track your order. Customer Service Chat

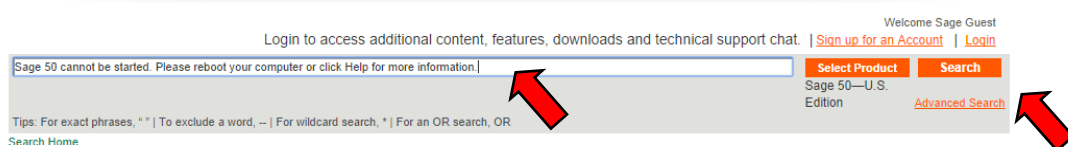
Manage Cases Submit a customer support case Open a new support case and manage your case history here.

- Select Sage 50 - US Edition
- Click OK



- Type the Error as given by Sage 50 in the blank, or what you think is the error.
- Click on Search.

## Sage Knowledgebase



- You will receive a list of possible solutions you can work through.

## Sage Knowledgebase

Welcome Sage Guest  
 Login to access additional content, features, downloads and technical support chat. | [Sign up for an Account](#) | [Login](#)

Sage 50 cannot be started. Please reboot your computer or click Help for more information.

Select Product Search  
 Sage 50—U.S. Edition [Advanced Search](#)

Tips: For exact phrases, " " | To exclude a word, -- | For wildcard search, \* | For an OR search, OR

Search Home

Search results Sort By: Most Relevant

**Change Focus**

Category

- [Performance](#)
- [Configuration](#)
- [Installation](#)
- [Printing](#)
- [Printing](#)
- [more...](#)

**Error: "Sage 50 cannot be started..."**

#docsummary()

Error: Sage 50 cannot be started... Error: Sage 50 cannot be started please reboot Error: Sage 50 Accounting could not be started. Please try again. If you continue to have problems, call Customer Support at 1-866-747-3888. Option I...

**Error: "Sage 50 cannot be started..." and my computer name is more than 13 or more characters**

Product: Sage 50—U.S. Edition | ID: 29923 | Last Modified Date: 8/6/14 | Rating: ☆☆☆☆☆ |

... Error: "Sage 50 cannot be started..." and my computer name is more than 13 or more ... Sage 50 cannot be started, please reboot" Error: "Sage 50... Sage 50—U.S. Edition . Performance . Open...

**Error: "Sage 50 Accounting could not be started because Microsoft .NET Framework 4.0 is missing or damaged."**

Product: Sage 50—U.S. Edition 2014 | ID: 12705 | Last Modified Date: 11/11/13 | Rating: ☆☆☆☆☆ |

Accounting could not be started because Microsoft .NET Framework 4.0 is missing or . Net

**Visit Sage University today!**

**Manage Cases**

[Submit a customer support case.](#)  
 Open a new support case and manage your case history here.

**Call Sage Support**  
 1-866-996-7243

### PROBLEM 3 Part 2:

When you try to open the Sage program after the download, you get the error message that "Sage 50 cannot be started" and closes the program.

- If you have windows 8.1 you need to go into the preferences of Sage 50, and click some boxes to make it compatible with Windows 8.1.
- Below is the link from the Sage 50 help website.

[https://support.na.sage.com/selfservice/viewdocument.do?noCount=true&externalId=36377&sliceId=1&cmd=displayKC&dialogID=49302&docType=kc&isLoadPublishedVer=&stateId=49303&docTypeID=DT\\_Article&ViewedDocsListHelper=com.kanisa.apps.common.BaseViewedDocsListHelperImpl](https://support.na.sage.com/selfservice/viewdocument.do?noCount=true&externalId=36377&sliceId=1&cmd=displayKC&dialogID=49302&docType=kc&isLoadPublishedVer=&stateId=49303&docTypeID=DT_Article&ViewedDocsListHelper=com.kanisa.apps.common.BaseViewedDocsListHelperImpl)

### PROBLEM 4: VARIOUS PROBLEMS WITH SAGE 50

#### POSSIBLE SOLUTION #1

- Put your cursor on the Sage 50 desktop icon.
- RIGHT click on that icon.
- A menu will appear
- Scroll down to "Run as administrator"
- Then proceed with working with Sage 50.
- You will need to do this each session.

#### POSSIBLE SOLUTION #2

1. Put your cursor on the Sage 50 desktop icon.
2. RIGHT click on that icon.
3. A menu will appear
4. Scroll down to Properties at the bottom of the menu
5. A new menu will appear
6. Select the "Compatibility" tab
7. Under Compatibility mode check the box next to "Run this program in compatibility mode for"
8. In the menu below this command, highlight Windows XP or Windows 7 and save that setting
9. Be sure to do this each session.

#### **PROBLEM 5: DIFFICULTY SENDING LISTS TO EXCEL (STARTS IN CHAPTER 4) WITH VERSIONS OF EXCEL BEFORE 2007 (From a former student)**

The export "Send to Excel" for older versions of Excel puts the export in a continuous loop with no progress showing on the Progress bar.

- Use the Task Manager to close the action.
- Create an Excel document and choose the "Add a new worksheet to an existing excel doc" option. This allowed me to get the list into Excel within a few seconds.

#### **PROBLEM 6: HAVING TROUBLE FINDING WAREN SPORTS (USED IN CHAPTER 8)**

In some cases students have not installed the Waren Sports data as described starting on page 1-8. Some students missed the instructions and did not install Waren at all, and some students installed the data to a folder other than C:\Program files\Sage Software\Peachtree\Company

IF you did not install Waren Sports, go to the directions in Chapter 1 and do so.

IF you installed the data set, but you cannot find Waren Sports.

- Go to the Start menu
- In the Search box at the bottom of the Start menu, type waren
- When the file is located, right click the warsposu folder
- A menu of choices appears, select Copy
- Return to the Start menu and select Computer
- Left click on your C: drive
- Left click on Program Files
- Left click on Sage
- Left click on the Peachtree folder
- Left click on the Company folder
- Paste the warsposu folder to the Company folder

#### **PROBLEM 7: WHERE DID MY COMPANIES GO?**

On occasion, a company may “disappear” from your company selection list. I have no idea why. If you cannot locate a company in the selection list when you open Peachtree, you will need to use Restore to find the last version you worked with and saved to backup. I had this happen with both Bellwether and Stone Arbor. How you handle the situation is

- Open any company in the existing company list.
- Go to File on the main menu
- Select Restore
- With Browse, locate your backup files (or the original company files if you did not backup!)
- Select the company you need
- Click Open
- Click Next
- In the Select Company screen check the radio button for New Company
- Click Next
- Check Company Data
- Click Next
- Click Finish. The company should now appear in your selection list.

## **PROBLEM 8: ERROR MESSAGE ABOUT PERVASIVE**

### POSSIBLE SOLUTION #1

1. Go to [na.sage.com/us/about-us/education](http://na.sage.com/us/about-us/education)
2. Go to the section labeled Students
3. Read the information in Step 1
4. Click on Register in Step 2
5. Register with Sage by completing the Sage Education Partner Program
6. Submit that registration.
7. Receive an e-mail from Sage with the Activation Code
8. The Activation Code is E5477-CCoE-5D9A-878X
9. Click on Download student version
10. Scroll to Sage 50 Accounting 2015-Student Version
11. Go to Step 3 Download
12. Here is where the problem might have arisen. Did you click Download or Direct Download? Selecting Direct Download has alleviated the problem with some students.

### POSSIBLE SOLUTION #2

## **How Do I Enable Auto-Reconnect in the Pervasive.SQL Control Center?**

By Emilio Alvarez, eHow Contributor

*Pervasive.SQL, a product of Btrieve Technologies, Inc., is a database management system supported by Windows and NetWare operating systems. The Pervasive Auto-Reconnect Control (PARC) feature automatically attempts to repair a database*

*connection when there has been a network interruption. This leaves the current database operation uninterrupted. The Auto-Reconnect feature is disabled by default. The process for enabling it is simple and straightforward.*

#### Instructions

- 1 Log in to your system as administrator. Click the Windows "Start" menu. Choose "Programs," "Pervasive," "Pervasive.SQL" or "PSQL" and choose "Control Center and Documentation." The "Pervasive Control Center" window will open.
- 2 Select the "Configure MicroKernel Router" link and choose "Communication Protocols." The "Communication Protocols" pane will
- 3 Check the "Enable Auto-Reconnect" check box. Type the desired connection timeout in the "Auto-Reconnect Timeout in Sec" text field.
- 4 Click the "Apply" button and click "OK." Close the "Pervasive Control Center" window and restart the system.

Read more : [http://www.ehow.com/how\\_10007865\\_enable-autoreconnect-pervasivesql-control-center.html](http://www.ehow.com/how_10007865_enable-autoreconnect-pervasivesql-control-center.html)