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<u>WELCOME TO</u>
PASTEL XPRESS 2009

Thank you for choosing Softline Pastel as your accounting software, support and service provider.

This **Pastel Xpress 2009** installation guide assists you with the smooth and effortless installation of your accounting software, providing you with easy to follow, step-by-step instructions.

Softline **PASTEL**.

beyond accounting

1. HARDWARE
REQUIREMENTS

Pastel Xpress 2009 requires a computer equipped with a DVD-ROM, Microsoft® Windows 2000, Microsoft® Windows XP or Microsoft® Vista.

For a single user version, or a workstation on a multi-user version, the minimum requirements are:
- 256 MB RAM (We recommend 512 MB)
- Screen Resolution of 1024 x 768
- Pentium III

For a server, the minimum requirements are:
- 512 MB RAM plus 128MB RAM per user
- Pentium IV

Pastel Xpress will run on the following operating systems:
- Windows 2000
- Windows XP Professional SP2
- Windows Vista

Note that neither Windows XP Home nor Vista Home can be used in a multi-user environment.

Please note: Internet Explorer 6 or higher is required for the installation to continue. Please ensure you have this version installed on your system.

2. HOW TO INSTALL
PASTEL XPRESS 2009

step one

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:
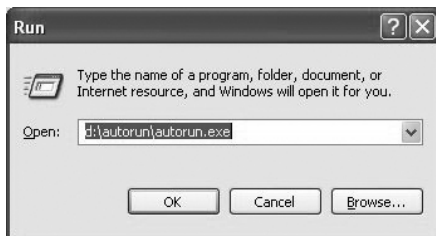
In the **Open** field, enter the DVD-ROM drive letter together with **"\Autorun\ Autorun.exe"**. The above screen shows what you would enter if your DVD-ROM is drive D.

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

Click the **OK** button to continue.

step*two*

The system will automatically take you to the **"Help Me Install"** tutorial. This tutorial is a visual aid which will guide you step by step through the installation. At any point, you can exit the tutorial and start your installation by clicking **Exit**.

Once you have exited the tutorial, the following screen will appear:

Select **Install My Product**

Click on **Install My Product**, then click on **Xpress Start-up 2009** or **Xpress 2009** and the **Next** button to continue.

The **License Agreement** screen displays:

Read the Licence Agreement, and click on **"I accept the terms in the license agreement"**. You cannot install unless you accept the license terms.

Click the **Next** button to continue.

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

step three
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 **Next** to continue.

step four
The **Destination Folder** screen will display.

In this screen, you choose where to install Pastel Xpress 2009. 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 into which you wish to install.

Click the **Next** button to continue.

step five
The **Ready to Install** screen displays:

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

The system displays a progress indicator:

Once the install completes, the **Completed** screen displays:

Click the **Finish** button to complete the install.

3. STARTING
PASTEL XPRESS 2009

You can start Pastel Xpress 2009 in two ways:

1. Locate the **Pastel Xpress 2009** icon on your desktop:

Double click the icon to start the system

2. From the **Start** menu, choose **All Programs I Softline Pastel I Pastel Xpress I Pastel Xpress 2009**

4. REGISTERING
YOUR SOFTWARE

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 Pastel. You can do this by phone during normal working hours, or at any time via the internet.

Registration is an annual activity. 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.

Important Note You can register a demonstration product. In demonstration mode, the system stops working after **30 days or after you enter up to 200 transactions and will revert to Base only**. However, you can create as many master file records as you like. Once you register, you do not lose any work you have done.

step one
The first time you start Pastel Xpress 2009 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 **Local/Server Registration** option to register your package if you are registering a:
- Single user;
- Multi-user Server;
- Demonstration.

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 server choice, click the **Next** button to continue.

step two
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** selection box. The **Select Your Country** list box activates, and you can choose your country. The Assistant will skip to the final screen.
- To register a live version, select 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 the **Next** button to continue.

If you are registering online, you need to be connected to the internet. The **Web Registration** screen displays:

If you are registering for the first time, a screen will appear displaying the **Base Serial Number** entered into the Registration Wizard. Click **Next**.

If you are upgrading from a previous version, a screen will appear displaying the **Base Serial Number** entered into the Registration Wizard and you will need to enter the serial number of your previous version. Click **Next**. The following screen is displayed:

Fill in the relevant details or update the displayed details if necessary on the screen, and click the **Next Step** button.

step three

The **additional modules** registration screen displays:
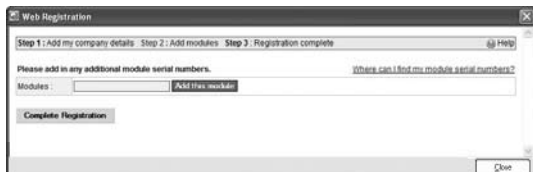
If you purchased additional modules, enter the serial number for each module here. Click the **Complete Registration** button to continue.

Your registration code will be returned to Pastel Xpress 2009. If you are not registering online, the **Registration Code** screen displays:

This works as follows:

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

Register online or contact Pastel Registrations

To register by email, send all the required information to registrations@pastel.co.za.
To register by phone, call **Pastel Registrations**: +27 11 304 3900 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**.

step four

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

step five

Once you complete the online or telephonic registration, the **Summary** screen displays. Click **Next** to finalize your registration**.**

5. WORKING WITH COMPANIES

When you have installed Pastel Xpress 2009, the system adds the demonstration company to the **Open a Company** screen automatically.

step one

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.

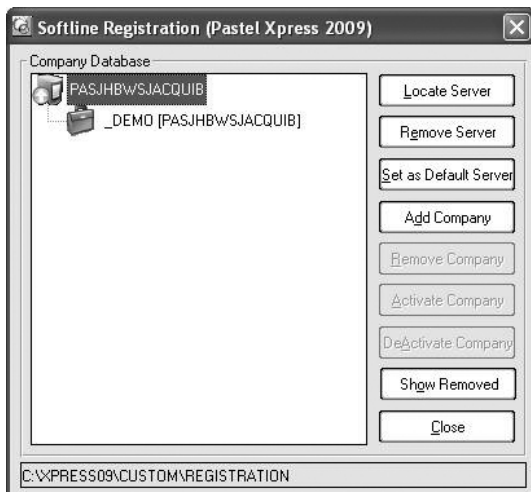If you want detailed information on this topic, consult the online help.

Note Pastel Xpress Start-Up is limited to a single company.

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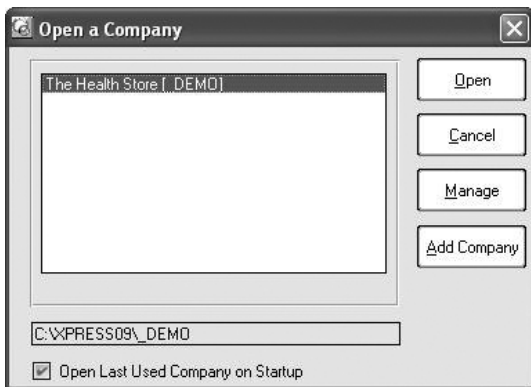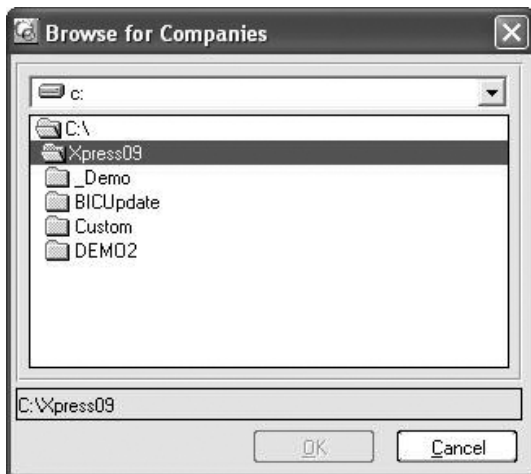

step two

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

step three

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

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.

6. CONVERTING FROM OLDER VERSIONS

The software contains a Conversion Assistant that assists in converting data from older versions. To convert the data please follow these instructions carefully.

step one
In the company you are going to convert:

- Update all outstanding open batches.
- Run the Data Integrity option to verify there are no errors on the data.

step two
Make a **backup** of the data you are going to convert.

step three
You have to register your new product. (The conversion module only works with registered versions. See **Section 4 - Registering your Software**).

step four
In Windows, click on **Start** and select **Programs.** Click on **Softline Pastel** and then **Pastel Xpress 2009** option, and then the **Conversion** option.

step five
The initial screen that displays will be the **Conversion Assistant**, click **Next** to continue.

step six

The **Version Selection** screen displays:

- Select the version from which you are converting, and then click on the **Next** button to continue.
- In this screen, and in all subsequent screens, you can click the **Back** button to review or edit your previous settings.

step seven

The **Data Location** screen displays:

You will need to select the location of the company that you wish to convert **from** in the older version (e.g. C:\Xpress07\XYZ) by double-clicking on that data directory.

Click the **Next** button.

The system will request that the supervisor password be entered. (Should you not have one, leave it blank and select **OK**).

step eight

The **New Data Location** screen displays:
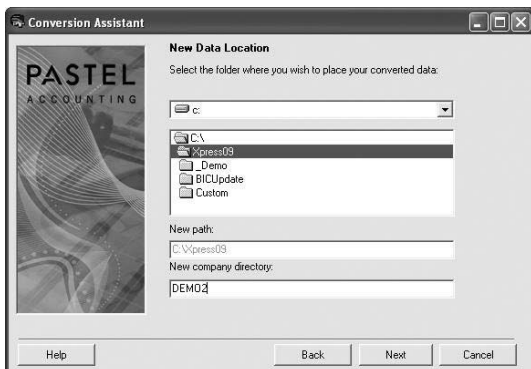
In the **New Company Directory** field, enter the name of the folder for the converted company. You can enter a new name, however we recommend that the same name as the original company is used to eliminate confusion, (e.g. XYZ). This folder will now be created and appear within your Xpress09 folder.

Click the **Next** button to continue.

step nine

Click the **Process** button to start the conversion.

step ten

If you make use of customised forms in the older version, you will see a message that asks whether you wish to overwrite the forms folder.

To keep the customisation of your documents, including customisations to stationery, click the **No** button.

If you select **Yes**, you will need to redo any changes that you have on your current forms, including adding logos to your forms.

step eleven

Once the conversion is complete, select **Finish**.

You will need to complete this conversion process for each company that you wish to convert to Pastel Xpress 2009.

Once you have converted your data you will need to add it to your list of available companies on the manage screen in Pastel Xpress 2009. See **Section 5 - Working with Companies**.

step twelve

For each converted company you will need to execute the procedure below:

Go to **Setup** and select **Validate Parameters**.

This process will enable you to see which setup areas still need to be completed or establish if any data is missing from the setup sections.

Should any data be missing, you will be required to add the necessary information.

Select **Setup** and then **Validate Parameters.**

step thirteen

We suggest that you verify your data to ensure no problems have been encountered.

You can do this by selecting **File | Data Integrity** and then choosing the **Verify Data Only** option.

Should you receive any errors on the report please contact the Softline Pastel Support team.

We also recommend that you run the **Verify History File Only** option.

The verifying of the data will need to be completed in each company that has been converted.

7. 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 Pastel Xpress 2009 data files.

1. **What does the Gateway do?**
   - On a network where there is no dedicated server and the server which stores the data is also used by a user 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.

2. **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.

3. **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.
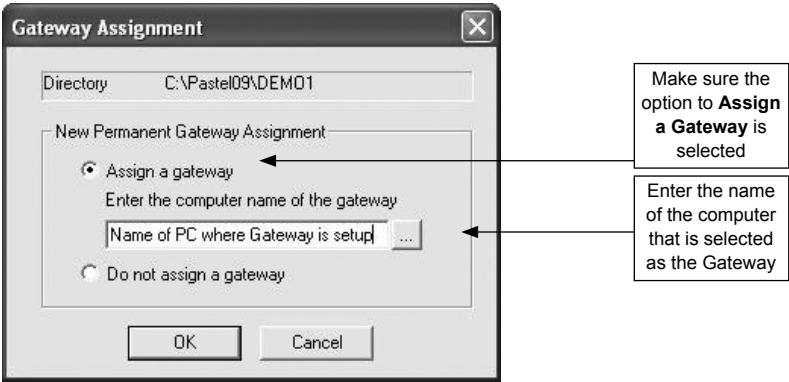
4. How and where does the Gateway get set?

Go to the PC on which you will be storing the data, (or you can do this from any other PC) and click on **Start.** Select **Programs** and then **Pervasive. SQL.** Now choose **Other Utilities** and then **Gateway Locator**.

Click on this button to Browse

Click **Change** to assign the PC on which the Gateway will be setup
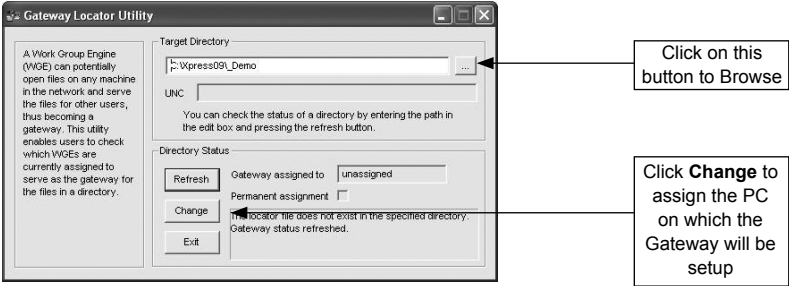
Next to the window for **Target Directory**, click on the browse button to browse to the company folder, for example C:\Xpress09\Demo.

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).

Make sure the option to **Assign a Gateway** is selected

Enter the name of the computer that is selected as the Gateway

- 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 Pastel Xpress 2009 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.

8. UPGRADING
PERVASIVE

When upgrading or if you have used Pervasive software beforehand, and you want to make use of the latest version of Pervasive, you will have to uninstall the current version of Pervasive from the workstations and where necessary from the server, to ensure that there are no components of the software on your machine.

Note Failing to uninstall Pervasive first will result in the new version of Pervasive not being installed.

Follow these steps below to uninstall:

- Insert the **Pastel Xpress 2009 DVD** into the DVD-ROM drive.
- Once the autorun screen displays, select **Exit**.
- Go into **My Computer** either by double-clicking the icon on the desktop or by going via the **Start** menu.
- Locate the DVD-ROM drive and right-click and select **Open** from the pop-up menu.
- Double-click on the **Pervasive** folder.
- Double-click on the **Workgroup for Windows**.
- Double-click on the **PSA** folder.
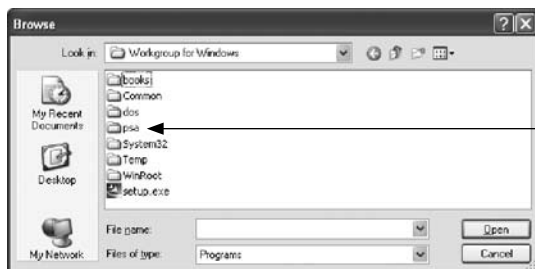
Double click on the PSA folder

- Double-click on **Setup.Exe**
- When the **Pervasive System Analyzer** setup screen comes up, click on **Next**.
- Select **Next** on the first 3 screens until you get to the screen displayed below.

Ensure the first block is selected and the other is not

Click on **Finish** to continue
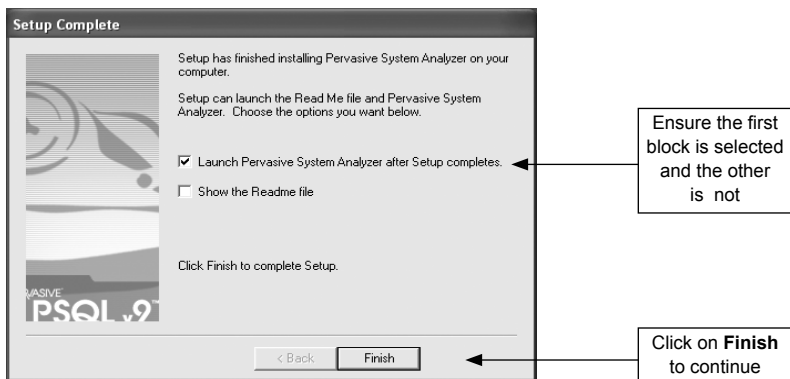
- Ensure that the **Launch Pervasive System Analyser after Setup Completes** option has been selected.
- Leave the **Show the Readme file** option unchecked.
- Click on **Finish**.
- The Pervasive welcome screen will be displayed. Select **Next**.
- On the following screen as seen below, ensure that the **Delete Components or Archives** is checked and then click on **Next**.

Ensure **Delete components or archives** is selected

Select **Next** to continue
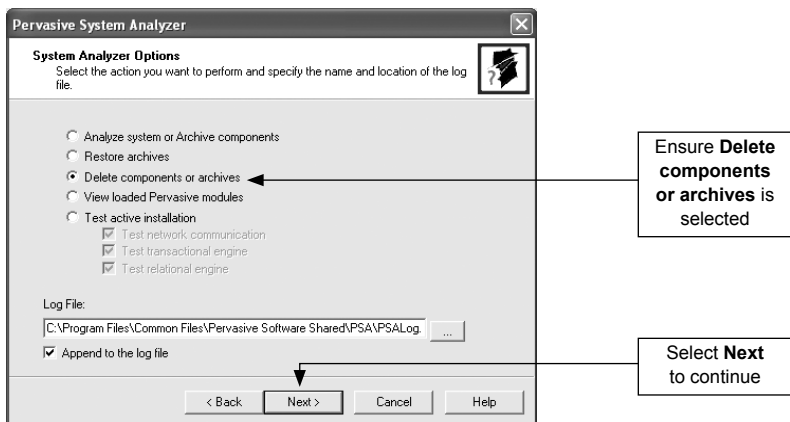
- The **Local Machine** option must be checked on the following screen.

Select **Local Machine**
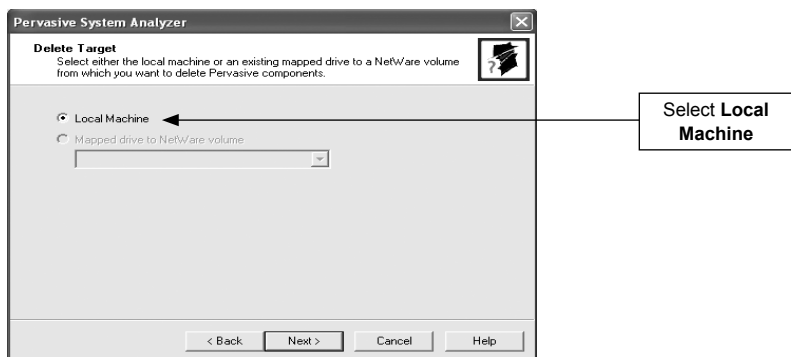
- On the following **Delete Options** screen check both options, **Delete Pervasive.SQL components and Registry settings** and **Delete Pervasive Archives**.

Select both options
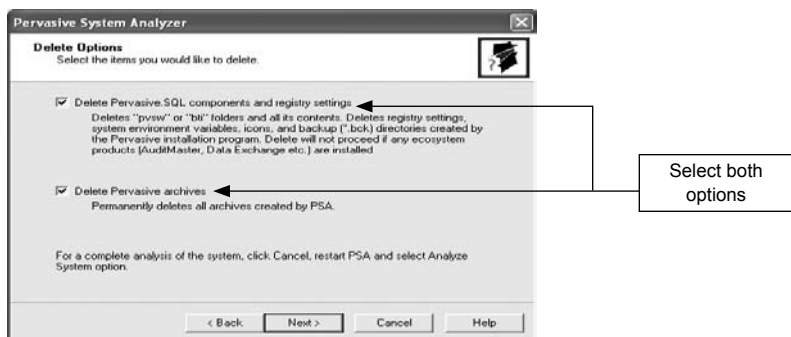
- Select **Next** to continue.
- You will be requested to select whether you want to have the items permanently deleted, click on **Yes**.
- Once this is completed select **Finish** to complete the uninstall process.
- You can choose to either restart your machine now or later.

Note You will have to complete the uninstall process on each workstation and/or on the server in a Workgroup or Single User environment.

9. 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

Missing or Incorrect Installation

Error 20 can occur if Pervasive was installed incorrectly, or if an older version is present on the workstation.

To determine whether Pervasive is running and which version is running

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

Pervasive

If this icon does not display, you should install Pervasive manually as outlined below.

2. If the icon is present, it may be the incorrect version - The Pastel install program will not overwrite an older existing version of Pervasive on the workstation. To check the version, right click on the **Pervasive** icon, and choose **About** from the pop-up menu:
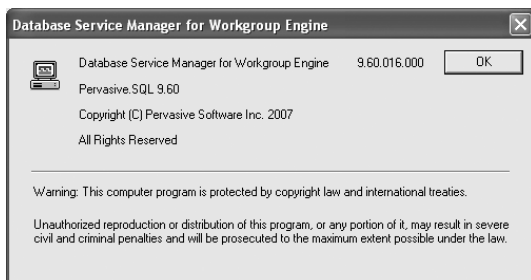
The database version displays next to the **OK** button.

3. If the Pervasive version is incorrect, you need to install or re-install Pervasive. To do this, you need to first terminate the version that is running. To do this, right click the icon again, and choose the **Stop Engines and Exit** option from the pop-up menu.

To remove an older version of the Pervasive Engine refer to **Section 8-Upgrading Pervasive.**

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 XP SP2. If you are using a different firewall, consult the software's user guide.

To check and set firewall settings in Windows XP SP2

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

2. Double click on **Windows Firewall**, and select the **Exceptions** tab

3. Ensure the **Display Notification** 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 return to the **Exceptions** tab and do the following:

- Click **Add Program**, and browse to the program C:\PVSW\Bin\w3dbsmgr. exe.

  Click **OK** to save the program.

- Click the **Add Port** button.

  In the Name field, enter "Pervasive"

  In the Port Number field, enter 1583.

  Choose TCP.

  Click **OK** to save the new port.

- Click **OK** in the Windows Firewall to save your settings and close the window.

2. **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.

3. **Check the network communication using the Pervasive System Analyzer**

- 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.
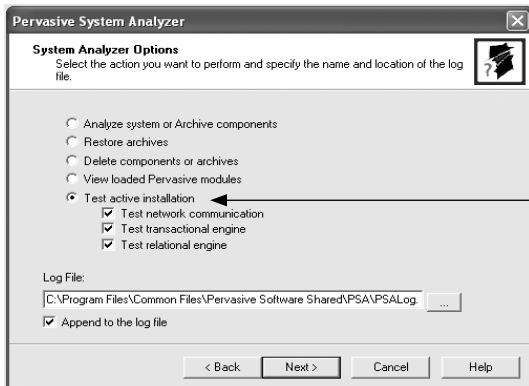
Make sure **Test Active Installation**, together with all three options below, are enabled

- 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.
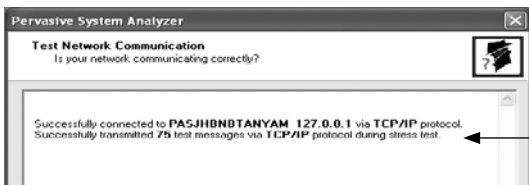
Ensure the tests are succesful

- 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.

10. KEYBOARD SHORTCUTS

Did you know that Pastel has keyboard shortcuts to quickly perform your most common operations? Blast through your " to-do list" with our time saving shortcuts. Below is a list of what the function keys can do for you.

Function/ Shortcut Key	Operation	Comments
F1	Access **Help**	The help facility is available by pressing F1 on any screen in your Pastel product.
F2	Open the **Note** facility	Select F2 to open the Note facility, which can also be linked to customer and supplier accounts.
F3	Allocate **Open Item** transactions	F3 key 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 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, select 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 brings up 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 instantaneously. **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.

11. USEFUL
CONTACT DETAILS

CAPE TOWN		
Switchboard	+27 21 680 9000	ctsales@pastel.co.za

DURBAN		
Switchboard	+27 31 566 3670	dbnsales@pastel.co.za

JOHANNESBURG		
Switchboard	+27 11 304 3000	info@pastel.co.za
Registration	+27 11 304 3900	registrations@pastel.co.za
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
Support Desk	+27 11 304 3300	support@pastel.co.za
Pastel Payroll	+27 11 304 4000	info@pastelpayroll.co.za

TIP Your product comes with 30 days FREE PASTEL COVER. Unless you extend your Pastel Cover, support will no longer be available to you after the free 30-day period.

Pastel Cover is an annual support plan which gives you all the help your business needs. As a priority customer with Pastel Cover, you'll receive unlimited telephonic support, free software upgrades and updates, discounted training and more. To purchase Pastel Cover call (011) 304 3600 or visit www.pastel.co.za.

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