

Sage Pastel Accounting

How to resolve Runtime Error 9

Sage PASTEL ACCOUNTING – SUPPORT SELF-HELP DOCUMENTATION – NEWSFLASH JULY2016



Runtime Error 9 'Subscript out of Range' occurs when there is a problem reading/writing to one or more fields with in a data file/s.

To resolve Runtime Error 9 when processing:

- Ensure there are no missing descriptions on the Master file Information
- Refresh the Master file Information
- Reset Defaults and Settings
- Rebuild Company files
- Export, Delete and Import the batch

To resolve Runtime error 9 when Opening Sage Pastel Accounting:

• Run a repair on Sage Pastel Accounting



Runtime Error 9 when processing in Sage Pastel Accounting

When processing **documents**, **journals** or **cashbook transactions** you may encounter **a Runtime Error 9**. The problem could be with regards to reading the Master file information or the batch could be corrupted.

To check for missing descriptions:

- Ensure you have made a backup of the company dataset
- Go to Edit| General Ledger/Customer/Supplier/Inventory depending on which Masterfiles you are using. I.e. Customer Invoices using inventory items would be Edit| Customer| Accounts and Edit| Inventory| Item File



- Hold the Page Down or Page Up key on your keyboard to scroll through all the accounts/items
- Ensure each record has a description
- Should a record not have a description a message will display advising you to add the description
- Add the description to the record and save
- Scroll until you have gone through every record

To refresh the customer/supplier account:

- Go to Edit| Customer/Supplier| Accounts
- The Edit Customer/Supplier Accounts screen will display:

Edit Customer Accounts							
	Q 1 A K N	« » ×					
Account Code	CUST00				Cash Sale Account 🔲		
Description	customer 001				Blocked 🗌		
Customer Category	00 - None			•			
Details	Processing	Terms)	User D	efined) B	alances Notes Scheduled Invoices		
Currency		•		Electronic Docur	nents		
Code	00 - Home currency		-	Customer Ac	cepts Electronic Documents		
- Processing Method	3			Documents			
Open Item	 Balance Forward 			Printing	Print Document		
				Contact			
				Email			
Exclusive	Inclusive			Statements			
EU Country			~	Printing	Print Statement		
Default Tax	No tax type default		•	Messages	Print Oldest Terms Message		
Tax Code			~	Contact			
Tax Reference				Email			

• Select the **Processing** tab



- Switch between the Tax options i.e. if set to Exclusive select Inclusive, if set to Inclusive select Exclusive
- Click the Save Icon
- Now switch the Tax option back to the original setting
- Click the Save Icon

To reset Defaults and Settings:

Sage Pastel Accounting **stores** certain **defaults and settings** per **user** when processing and running reports.

Defaults and Controls stored:

- Last used **report filters** per report
- Processing settings selected on Journals and Cashbooks

On occasion these **defaults and settings** get **corrupted** and the **reports** or **Journals/Cashbooks** may **not functions** as expected. In these circumstances **resetting** the user's **defaults and settings** would **resolve** the **problem** and allow for the normal functioning of Sage Pastel Accounting.

Before you reset the user's defaults and settings it is strongly advised that you ensure which settings have been selected per Journal/Cashbook.

To find the settings per Journal:

- Go to Process| Journals
- Select a Journal i.e. General Journal
- Make a note of the Reference showing under the Reference column
- Click on the Settings button

Process Journals								
Entry Type 03 - General Journal Batch Type Normal batch entry Close								
Per Date A	Account	Reference	Description	Tax Exc	lusive Inclusive D	C Project		
lete <ctr-d> lnsert <ctrh></ctrh></ctr-d>	Match <f3></f3>	[Inc / Exc <f83]< th=""><th></th><th></th><th></th><th>•</th></f83]<>				•		
Preview Print	Preview Print Update Batch Estings							
						In balance		

• The 'Settings' window will display:



Contra Account							
Processing	Increment References						
This Year Transactions 🗌 Multi-Currency	⊘ Yes						
🖉 Repeat Descriptions 📃 Invoke Open Ite	m 💿 No						
🔲 Repeat Projects	Once						
Tax							
Tax Processing 🖌							
Default Tax Type 0	•						
Default Entry Method O Exclusive O I	nclusive						

• Make a note of all the **options selected**.

NOTE: These settings are setup per journal entry type i.e. the **General Journal** settings may **differ** to the **Customer Journal** settings. The above steps will therefore need to be followed for all the Journal types the user makes use of.

To find the settings per Cashbook:

- Go to Process | Cashbook | Process Cashbook
- Select a cashbook from the drop down list
- On the Payment side of the Cashbook
- Make a note of the Reference showing under the Reference column
- Click on the Settings button

Process Journals						
Entry Type 03 - General Jo	umal 🔤	Batch Type Norma	al batch entry 💌			Close
Per Date	Account	Reference	Description	Tax Ex	clusive Inclusive DC	Project
1 04 - 0 - 30/06/16		REF2		00 -	D	
Delete <ctrl-d> [Ir</ctrl-d>	nsert <ctrl-i> Match <f3></f3></ctrl-i>	Inc / Exc <f8></f8>]			
Pre <u>v</u> iew	Print Update	Batch	Settings			
						In balance

The 'Settings' window will display:



Contra Account Close Processing Increment References Image: This Year Transactions Multi-Currency Image: Repeat Descriptions Invoke Open Item Image: Repeat Projects Once						
Tax- Tax Processing Default Tax Type Default Entry Method	OU - Tax type 0 Exclusive O Exclusive					

• Make a note of all the **options selected**.

NOTE: These settings are **setup** per **payment** or **receipt** as well as per **Cashbook** i.e. the **Current Account payment** settings may **differ** to the **Current Account receipt** setting as well as **differ** to the **Petty Cash** settings. The above steps will therefore need to be followed for all the cashbook accounts on both the payment and receipt side the user makes use of.

To reset Defaults and Settings:

- Click on Utilities | Maintenance | Reset Default and Settings (Build 14.1.4 onwards only)
- The Reset Defaults and Settings message will display:

Reset Defa	aults and Settings
0	This will reset the various defaults and settings you have selected for reports and processing screens. New defaults and settings will be stored once a report is run or when changing settings in the Processing screens. Would you like to reset user Jojo's defaults and settings?
	Yes No

- Click Yes
- A confirmation message will be received



Click OK

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- All **defaults and settings** will be **reset** to the "**factory settings**" i.e. Reference numbers, report filters and the setting button on all Journals/Cashbooks
- You will need to go a **re-enter** the **reference numbers** and **re-setup** the **settings** on all **Journal/Cashbooks**

Rebuilding specific files in Sage Pastel Accounting

File to rebuild:

- ACCMAS.dat (General Ledger Master file)
- ACCMASD.dat (Customer Master file)
- ACCMASC.dat (Supplier Master file)
- ACCHISTH.dat (History Headers)
- ACCHISTL.dat (History Lines)

Refer to the document 'Rebuilding Files in Sage Pastel Accounting'

Export, Delete and import the batch:

Refer to the Sage Pastel Accounting Self-help video 'Exporting, Deleting and importing a batch'



To resolve Runtime error 9 when Opening Sage Pastel Accounting

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

8 H 5- 0 -					Realized and			
🕞 🕞 🔻 🧌 Komputer	r ► Local Disk (C:) ►							
Organize 🔻 🎇 Open 🛛 Include in library 👻 Share with 👻 Burn 🛛 New folder								
☆ Favorites	Name	^	Date modified	Туре	Size			
) Creative Cloud Files	👢 Binaries		27/07/15 12:32 PM	File folder				
💻 Desktop	👢 inetpub		16/10/15 08:14 AM	File folder				
🐌 Downloads	👢 Intel		16/09/15 08:50 AM	File folder				
laces 😓 Recent Places	🍶 MSOCache		11/11/14 03:42 PM	File folder				
	👢 MSSoap		18/09/15 04:14 PM	File folder				
🥞 Libraries	👢 Pastel05		27/10/15 03:03 PM	File folder				
Documents	👢 Pastel09		30/03/16 08:34 AM	File folder				
📣 Music	👢 Pastel11		15/03/16 11:08 AM	File folder				
lictures	👢 Pastel12		31/03/16 09:45 AM	File folder				
🧸 Videos	I Pastel14.old		01/07/16 02:49 PM	File folder				
	📕 Pastel14.1.1		21/06/16 04:46 PM	File folder				
💐 Computer	👢 Pastel14.1.3		04/03/16 08:28 AM	File folder				
🜱 Local Disk (C:)	👢 Pastel14.1.4		21/06/16 04:46 PM	File folder				

- 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:



🔂 Sage Pastel Ad	counting Xpress Version 14 Build 14.1.4						
Program Mainte	Program Maintenance						
Modify, repair,	or remove the program.						
Modify							
	Change which program features are installed. This option displays the Custom Selection dialog in which you can change the way features are installed.						
🔿 Repair	Repair						
	corrupt files, shortcuts, and registry entries.						
Remove	Remove Sage Pastel Accounting Xpress Version 14 from your computer.						
InstallShield							
	< Back Next > Cancel						

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

🕞 Sage Pastel Accounting Xpress Versio	on 14 Build 14.1.4		×
Ready to Repair the Program			6000
The wizard is ready to begin installation.			Saye
Click Install to begin the installation.			
If you want to review or change any of yo the wizard.	our installation settir	ngs, click Back. Click	Cancel to exit
InstallShield			
	< Back	Install	Cancel

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





• Re-open Sage Pastel Accounting