



Neville Bailey <nvl.b@gmail.com>

Pastel : Companies Not Showing After Upgrading to Windows 8.1

ZA - SL - Pastel - MB - Support - Client Support CRM <support@pastel.co.za>

21 November 2013 14:46

To: "neville@accountingssoftwaresupport.co.za" <neville@accountingssoftwaresupport.co.za>

Dear Neville

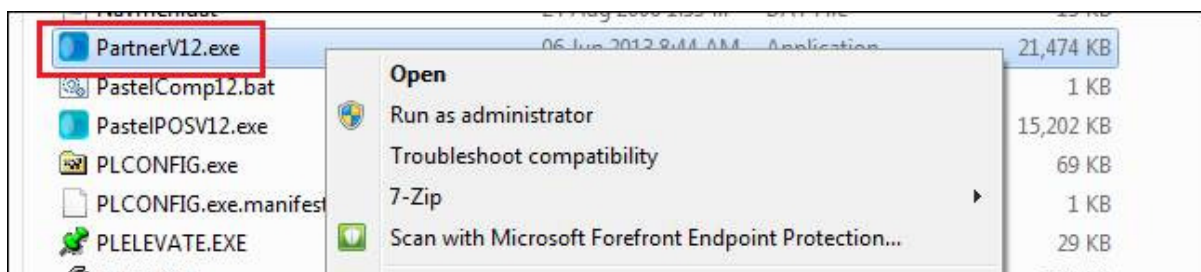
Thank you for your email.

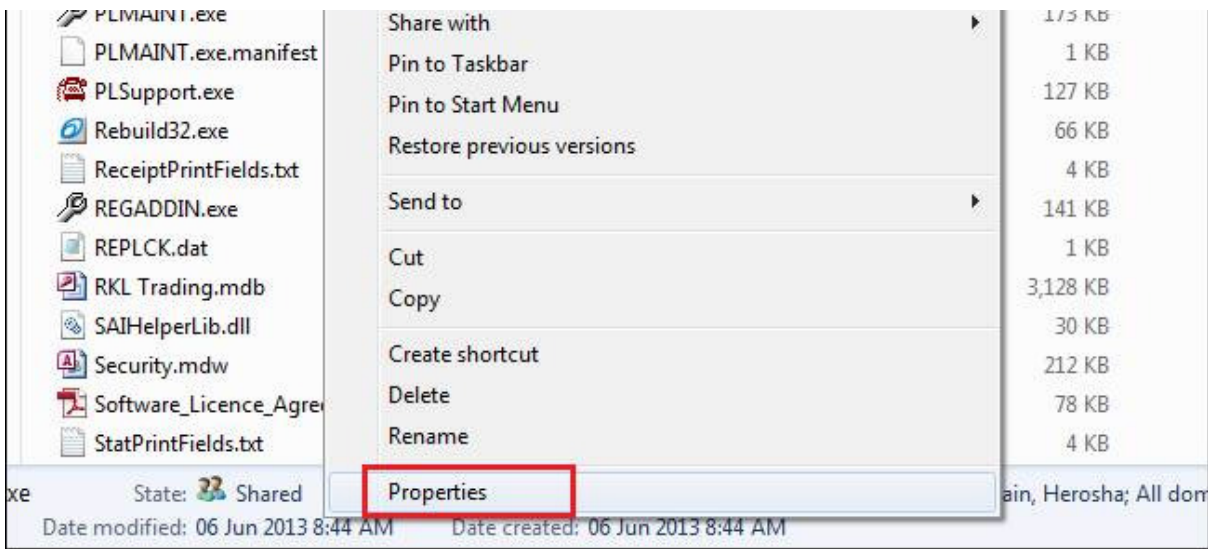
Please note that we are aware of the situation and our Product Specialists are currently looking into what has caused this in the Windows 8.1 update.

A work-around to the situation is to run the program in administrator mode even if the user is logged on as a Windows Administrator.

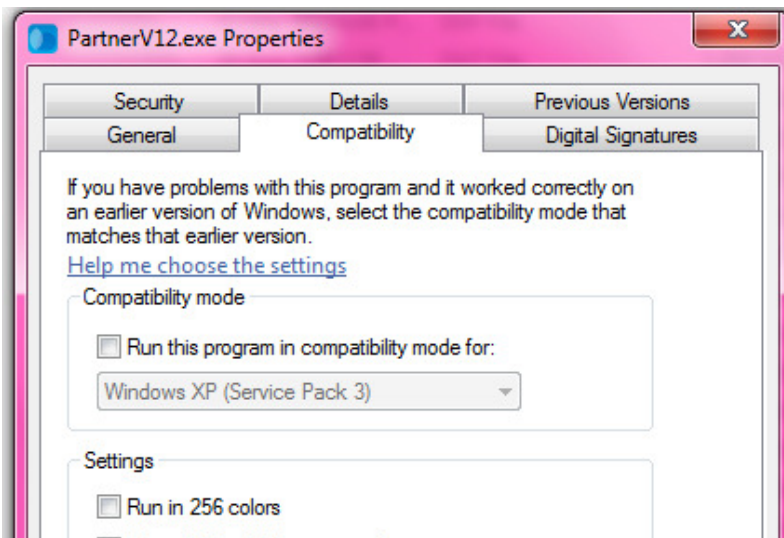
Kindly follow the steps below:

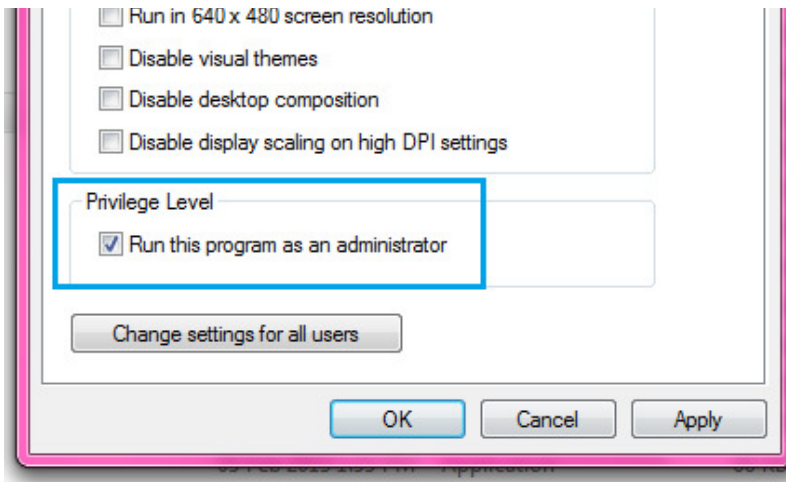
- Go to C:\Pastel12 (or respective Pastel Drive and folder)
- Right click on PastelV12.exe (or respective program version) >Properties





- Select the 'Properties' tab
- Tick 'Run this Program as an administrator' under the Privilege level (illustrated below)



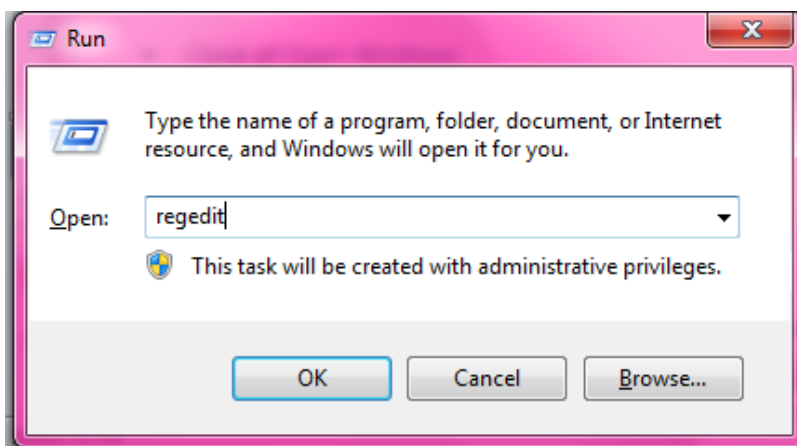


- Click Apply > OK

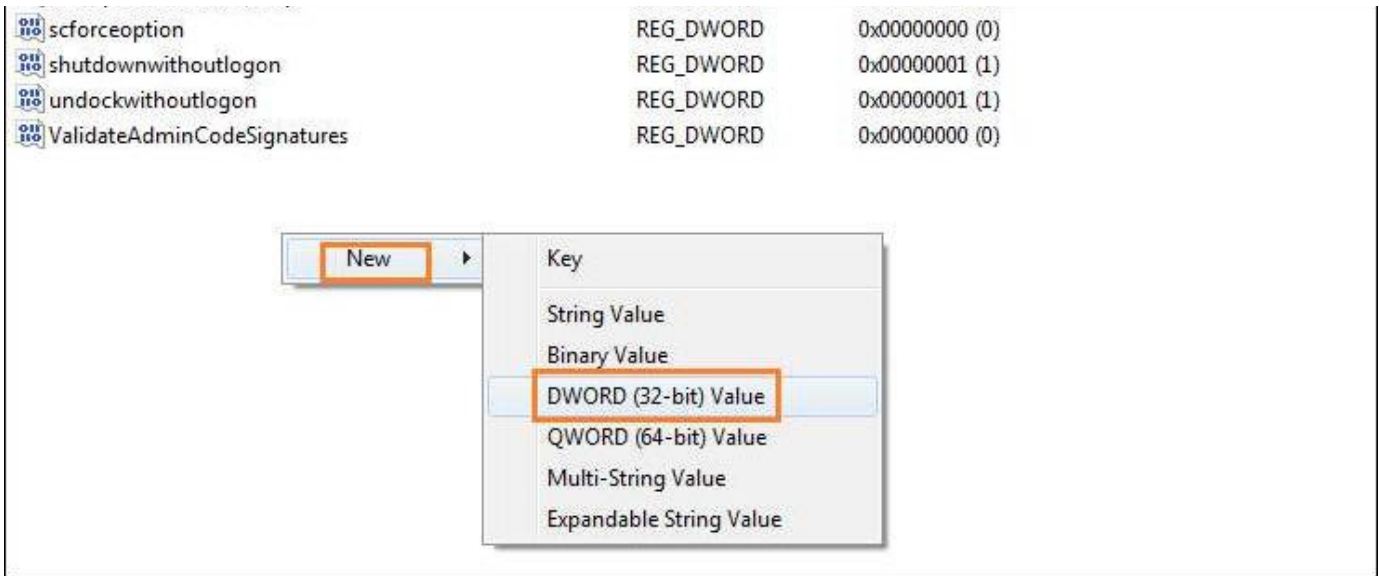
Once that has been done, please try opening Pastel and adding / activating the companies again using the attached document.

If the network drives are no longer visible or the server no longer appears, please follow the steps below to make the server and companies visible in Pastel:

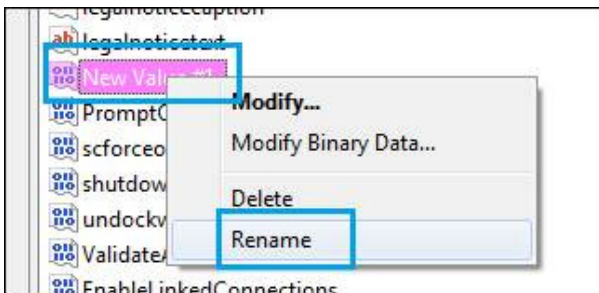
- Close all Open Windows
- On the keyboard: Select the Windows button + R (at the same time)
- The 'Run' window will open



- Type in 'regedit' as illustrated above
- Click > OK
- Locate 'HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\System'
- On the right hand side: Right-click on an empty spot > New > DWORD (illustrated below)



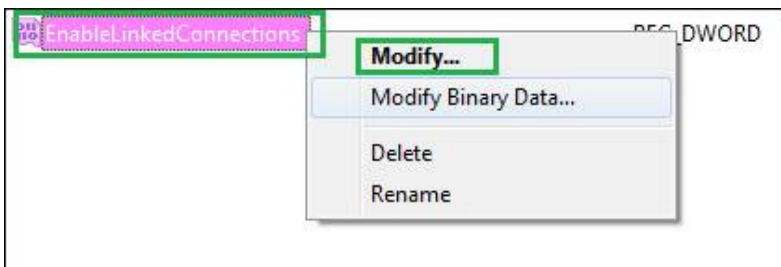
- > This will create a 'New Value' entry
- > Right-click on same > Rename (illustrated below)



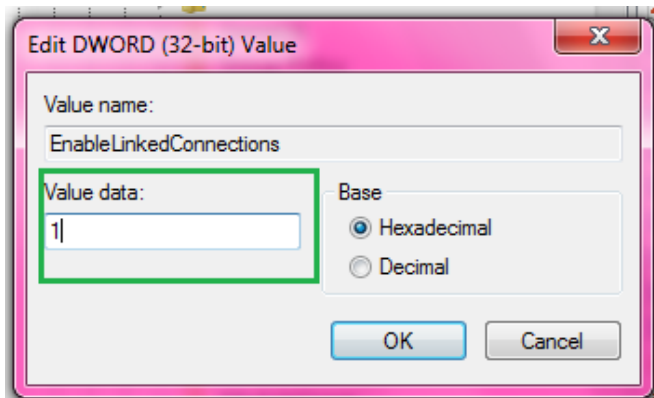
- > Change the name to EnableLinkedConnections



- > Right-Click on the entry > 'Modify'



- Change the Value Data to '1' (illustrated below)
- OK



- Close all Windows and restart the machine.

Once that has been done, please try opening Pastel and adding / activating the companies again using the attached document.

The reference number for your query is **HD6548243**.

"Please note that you might receive an e-mail survey to rate my services, please be so kind to complete the survey in order to maintain efficiency."

Regards,

Yvonne Chatindo

Support Consultant

Sage Pastel Accounting

Support Tel: +27 11 304 3300

Share Call: 08611 COVER (26837)

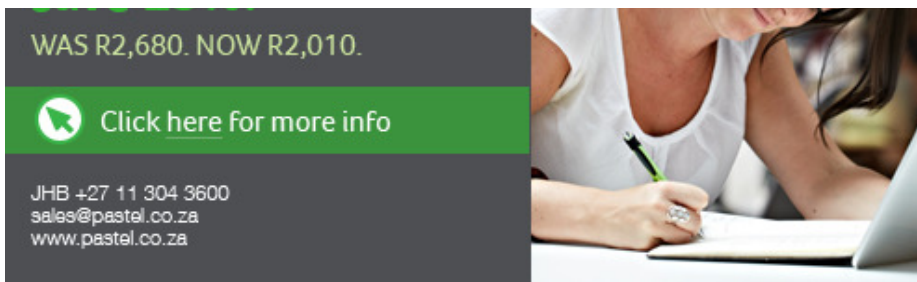
Fax: +27 11 304 3731

Email: support@pastel.co.za


Web: www.pastel.co.za

Networking:   





WAS R2,680. NOW R2,010.

 [Click here for more info](#)

JHB +27 11 304 3600
sales@pastel.co.za
www.pastel.co.za

Please note that if you have any further support queries you have to send an email to support@pastel.co.za as our personal e-mail addresses are

not always monitored and would result in poor service should an email go unattended for any reason.

The above email address is always monitored and your email would be attended to instantaneously.

The information transmitted in this e-mail is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. Should you have received this e-mail in error please notify the sender and delete all copies of the e-mail. Unauthorised use, disclosure or copying of any part of this e-mail, or any similar action, is prohibited. No opinion expressed or implied by the sender necessarily constitutes the opinion of Sage South Africa. This e-mail does not constitute a guarantee or proof of the facts mentioned herein. No employee or intermediary is authorised to conclude a binding agreement on behalf of Sage South Africa by e-mail without the express written confirmation by a duly authorised representative of Sage South Africa.

Sage South Africa (PTY) Ltd. reserves all rights in the contents of this e-mail

 **Managing Registration Servers and adding and activating companies_3_.pdf**
155K