

## Bank Manager error after running the VAT update

You may experience errors when launching Pastel Bank Manager after running the VAT update below are examples of the errors you may receive:

Error 1: Error "A column ID occurred more than once in the specification" and error 567

Upgrade error	×
A column ID occurred more than once in the spe	cification.
	ОК
Click <b>OK</b>	
Error	
Error 567 (Provider v. 5.22.1587): Column does not exist: TransactionType Line #: 1; Column #: 103 Error 662 (Provider v. 5.22.1587): Unable to perform the requested implicit cast of CAST() to the desired type instead. Output Target: TransactionType Line #: 1; Column #: 103 at VistaDB.Engine.SQL.BatchStatement.CheckBatchExceptions() at VistaDB.Engine.SQL.BatchStatement.NexResult(VistaDBPipe pipe) at VistaDB.Provider.VistaDBDataReader.GoNexResult() at VistaDB.Provider.VistaDBDataReader.GoNexResult() at VistaDB.Provider.VistaDBDataReader.ConVexResult() at VistaDB.Provider.VistaDBDataReader.ConVexResult() at VistaDB.Provider.VistaDBCommand.ExecuteReader(CommandBehavior) at VistaDB.Provider.VistaDBCommand.ExecuteReader(CommandBehavior) at VistaDB.Provider.VistaDBCommand.ExecuteReader(CommandBehavior) at System.Data.Common.DbCommand.System.Data.IDbCommand.ExecuteReader( behavior) at System.Data.Common.DbDataAdapter.FillInternal(DataSet dataset, DataTabl starRecord, In32 maxRecords, String srcTable, IDbCommand command, Comm behavior) at System.Data.Common.DbDataAdapter.Fill(DataTable[] dataTables, IntSustat maxRecords, IDbCommand.Command, CommandBehavior behavior) at System.Data.Common.DbDataAdapter.Fill(DataTable[] dataTables, IntSustat maxRecords, IDbCommand.Command, CommandBehavior behavior) at System.Data.Common.DbDataAdapter.Fill(DataTable[] dataTable] at CashbookImport.MyStatementTableAdapter.Fill(DataTable[] dataTable] at CashbookImport.MyStatementTableAdapter.Fill(DataTable] at CashbookImport.StatementWorkspace.ShowPreview(Boolean modal) Error 567 (Provider v. 5.22.1587): Column does not exist: TransactionType Line #: 1; Column #: 103	DBConnection avior) (commandBehavior e[] datatables, Int32 aandBehavior tRecord, Int32
	ОК

- Should you receive the above errors open the DEMO company
- Try to launch Bank Manager
- Should Bank Manager open in the DEMO company, close Sage Pastel Accounting
- Open File Explorer by holding the Windows key+E on your keyboard
- Navigate to the company folder
- Look for the LETxxx and Statementdata.sdf files

i let00001.DAT	20/04/2012 9:06 A	DAT File	44 KB
let00002.DAT	20/04/2012 9:06 A	DAT File	44 KB
let00003.DAT	20/04/2012 9:06 A	DAT File	44 KB
let00004.DAT	20/04/2012 9:06 A	DAT File	44 KB
let00005.DAT	20/04/2012 9:06 A	DAT File	44 KB
let00006.DAT	20/04/2012 9:06 A	DAT File	44 KB
let00007.DAT	20/04/2012 9:06 A	DAT File	44 KB
let00008.DAT	20/04/2012 9:06 A	DAT File	44 KB
let00009.DAT	20/04/2012 9:06 A	DAT File	44 KB
let00010.DAT	20/04/2012 9:06 A	DAT File	44 KB
let00011.DAT	20/04/2012 9:06 A	DAT File	44 KB
let00012.DAT	20/04/2012 9:06 A	DAT File	44 KB
Let88888.DAT	20/04/2012 9:06 A	DAT File	48 KB
let99999.DAT	20/04/2012 9:06 A	DAT File	48 KB
LETStmnt.DAT	20/04/2012 9:06 A	DAT File	24 KB
Posaudit.DAT	20/04/2012 9:06 A	DAT File	9 KB
Poscash.DAT	20/04/2012 9:06 A	DAT File	8 KB
Pospaymt.DAT	20/04/2012 9:06 A	DAT File	18 KB
Pospo.DAT	20/04/2012 9:06 A	DAT File	9 KB
PRINTER.BMP	20/04/2012 9:06 A	BMP File	54 KB
PROC.DDF	01/06/2015 10:11	DDF File	92 KB
REAGAN.BMP	20/04/2012 9:06 A	BMP File	39 KB
SCREEN.BMP	20/04/2012 9:06 A	BMP File	60 KB
STATEMNT.BMP	20/04/2012 9:06 A	BMP File	54 KB
SurveyStats.dat	04/10/2017 9:24 A	DAT File	2 KB
VECTOR.BMP	20/04/2012 9:06 A	BMP File	54 KB
💰 StatementData.sdf	04/10/2017 11:10	SQL Server Compa	192 KB

- Highlight the files, right click and select delete
- Launch Bank Manager in the company dataset where you received the error originally



Error 2.1: Could not load file assembly followed by One or more Bank Manager components is missing error received when launch Bank Manager in V17 and V18

Follow the steps below to resolve these errors for the respective versions:

Upgrade e	rror	×
8	Could not load file or assembly 'Sage.Pastel.Persistence, Version=1.0.0.1, Culture=neutral, PublicKeyToken=6132018c736b0d08' or one of its dependencies. The system cannot find the file specified.	
	ОК	
Process Ca	ash Books	×
8	One or more Pastel Bank Manager components are missing. Please reinstall the application.	
	ОК	

#### For Version 17:

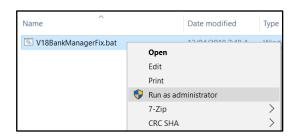
#### Click to download the new 17.1.5Setup[300].exe

- Once downloaded navigate to Partner/XpressV1715Setup[300].exe
- **Double click** the .exe file to **launch** the installation
- Follow the prompts that follow
- If asked to Modify, Repair or Remove, select the Repair option
- If asked to **find dependencies** click **NO**

#### For Version 18:

### Click to download the V18 Bank Manager fix

- Once downloaded, right click on the zip folder and select Extract All
- Right click on the V18BankManagerFix.bat batch file
- Select the option Run as administrator



- Proceed to open Partner/Xpress V18
- An install will start and add the necessary files

# Error 2.2: Pastel Partner Version 14 has stopped working when trying to launch Bank manager on V14

- When **launching Bank Manager** in **V14** should you receive the error message 'Pastel Partner Version 14 has stopped working'
- Click HERE to download the BM Repair tool
- Navigate to the location where you downloaded the file
- Copy the BMRepairTool.exe to:
  - C:\Program Files (x86)\Common Files\Sage Pastel
  - C:\Program Files (x86)\Common Files\Sage Pastel\Bank Manager for Accounting V14
  - C:\Program Files (x86)\Common Files\Sage Pastel\BM17
- **Right click** on the **BMRepairTool.exe** in each location
- Select the option Run as Administrator

Error 2.2: When launching Bank manager in V17, the Bank manager hangs

- When launching Bank Manager in V17, Bank Manager hangs
- Firstly, ensure you have tried the solution for Issue 2a
- Click **HERE** to **download** the **BM Repair tool**
- Navigate to the location where you downloaded the file
- Copy the BMRepairTool.exe to:
  - C:\Program Files (x86)\Common Files\Sage Pastel
  - C:\Program Files (x86)\Common Files\Sage Pastel\Bank Manager for Accounting V14
  - C:\Program Files (x86)\Common Files\Sage Pastel\BM17

- Right click on the BMRepairTool.exe in each location
- Select the option Run as Administrator



Should these fixes not have worked, please send an email to <a href="mailto-supportsa@sage.com">supportsa@sage.com</a>, with the subject Bank Manager Error after Update.