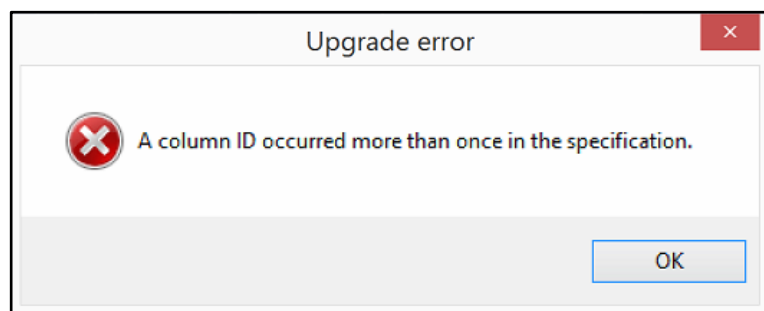


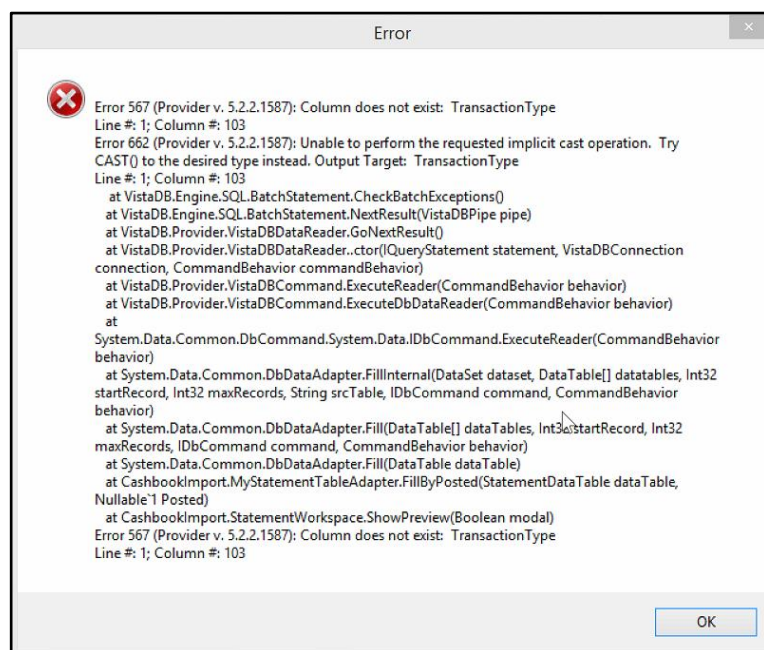
Bank Manager error after running the VAT update

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



- Click **OK**



- 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

<input type="checkbox"/> let00001.DAT	20/04/2012 9:06 A...	DAT File	44 KB
<input type="checkbox"/> let00002.DAT	20/04/2012 9:06 A...	DAT File	44 KB
<input type="checkbox"/> let00003.DAT	20/04/2012 9:06 A...	DAT File	44 KB
<input type="checkbox"/> let00004.DAT	20/04/2012 9:06 A...	DAT File	44 KB
<input type="checkbox"/> let00005.DAT	20/04/2012 9:06 A...	DAT File	44 KB
<input type="checkbox"/> let00006.DAT	20/04/2012 9:06 A...	DAT File	44 KB
<input type="checkbox"/> let00007.DAT	20/04/2012 9:06 A...	DAT File	44 KB
<input type="checkbox"/> let00008.DAT	20/04/2012 9:06 A...	DAT File	44 KB
<input type="checkbox"/> let00009.DAT	20/04/2012 9:06 A...	DAT File	44 KB
<input type="checkbox"/> let00010.DAT	20/04/2012 9:06 A...	DAT File	44 KB
<input type="checkbox"/> let00011.DAT	20/04/2012 9:06 A...	DAT File	44 KB
<input type="checkbox"/> let00012.DAT	20/04/2012 9:06 A...	DAT File	44 KB
<input type="checkbox"/> let88888.DAT	20/04/2012 9:06 A...	DAT File	48 KB
<input type="checkbox"/> let99999.DAT	20/04/2012 9:06 A...	DAT File	48 KB
<input type="checkbox"/> LETStmnt.DAT	20/04/2012 9:06 A...	DAT File	24 KB
<input type="checkbox"/> Posaudit.DAT	20/04/2012 9:06 A...	DAT File	9 KB
<input type="checkbox"/> Poscash.DAT	20/04/2012 9:06 A...	DAT File	8 KB
<input type="checkbox"/> Pospaymt.DAT	20/04/2012 9:06 A...	DAT File	18 KB
<input type="checkbox"/> Pospo.DAT	20/04/2012 9:06 A...	DAT File	9 KB
<input checked="" type="checkbox"/> PRINTER.BMP	20/04/2012 9:06 A...	BMP File	54 KB
<input type="checkbox"/> PROC.DDF	01/06/2015 10:11 ...	DDF File	92 KB
<input checked="" type="checkbox"/> REAGAN.BMP	20/04/2012 9:06 A...	BMP File	39 KB
<input checked="" type="checkbox"/> SCREEN.BMP	20/04/2012 9:06 A...	BMP File	60 KB
<input checked="" type="checkbox"/> STATEMNT.BMP	20/04/2012 9:06 A...	BMP File	54 KB
<input type="checkbox"/> SurveyStats.dat	04/10/2017 9:24 A...	DAT File	2 KB
<input checked="" type="checkbox"/> VECTOR.BMP	20/04/2012 9:06 A...	BMP File	54 KB
<input checked="" type="checkbox"/> StatementData.sdf	04/10/2017 11:10 ...	SQL Server Compa...	192 KB

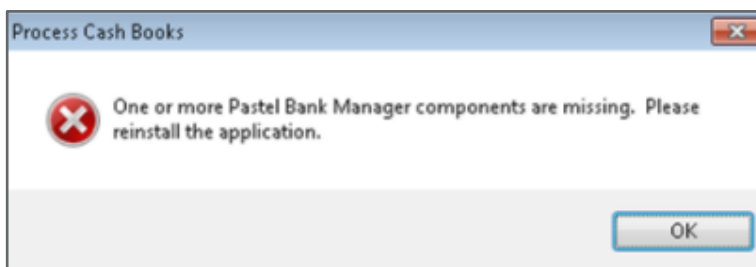
- Highlight the files, **right click** and select **delete**
- **Launch Bank Manager** in the company dataset where you received the error originally



If you delete the statementdata.sdf all mappings will be removed and must be re-created

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:



For Version 17:

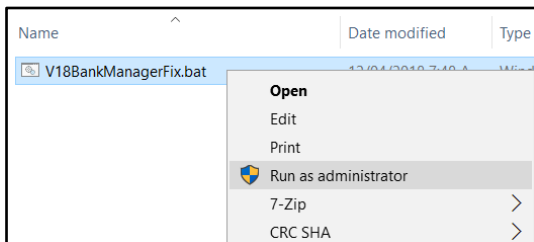
[Click to download the new 17.1.5Setup\[300\].exe](#)

- 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 supportsa@sage.com, with the subject Bank Manager Error after Update.