

Runtime Error 5: Opening a Company

The error occurs when the company folder name exceeds 8 characters or if there is a problem in the Registry.

Changing the Company Folder Name

- Ensure you are working on the Sage Pastel Accounting Server.
- Select Start > Computer > Local Disc (C Drive).
- Double click on the Pastelxx\Xpressxx folder, look for the company you work in, if the folder has more than 8 characters.
- Right click and select Rename, enter a shorter name for the company folder.
- Open Sage Pastel Accounting.
- Select File > Open > Add Company > Add Company, browse for your company.
- Double click on the company folder and select OK > Close.
- Open the company.

Xpress Start - Up package have a limit of 2 companies. You would need to run the Reset in order to add the 'New' company. The Reset Utility will clear the companies, in order for you to add your renamed company.



The steps below only applies to V17, if you have a lower version of Sage Pastel Accounting you would need to phone Support.

Running the Reset

- Select Start > Computer > Local Disc (C Drive).
- Double click on the Pastelxx\Xpressxx folder.
- Look for **Reset17.exe** and run it/double click.
- Select the option to **Clear Companies, Registry and Registration.**
- Open Sage Pastel Accounting and add your company.

Registry Reset

- Select Start > Run, type in **regedit** and select **OK.**
- Click on HKEY_LOCAL_MACHINE > SOFTWARE > Softline.
- In the Softline folder, you should see your Pastel Partner\Xpress version folder.
- If you cannot find the Softline folder Press F3 to search the registry and type in Pastel Partner\Xpress version folder i.e. Pastel Partner V17.
- On the right hand side select the Pastel Partner\Xpress folder, and **Delete.**

Manual Reset

This option can be followed if the reset is not saved in your Pastel or Xpress folder.

- Select Start > Computer > Local Disc (C Drive).
- Double click on the Pastel\Xpress folder.
- Double click on Custom > Registration.

To Clear Companies

- Right click on Company.dat and rename to Company.old.
- Right click on CompanyPaths.dat and rename to CompanyPaths.old.
- Right click on Copmany.reg > select Copy, on a blank space, right click and **Paste**.
- Right click on CopmanyPath.reg > select Copy, on a blank space, right click and **Paste**.
- Right click on Copy Company.reg and rename to Company.dat.
- Right click on Copy CompanyPath.reg and rename to CompanyPath.dat.
- Open Sage Pastel Accounting the companies will be cleared.



If you don't see the extensions (the .dat or the .reg) for Windows XP click on Tools > Folder Options, View and untick Hide extensions for known file types and then click OK.

Windows 7 & 8 click on Organize > Folder and search options and select the View Tab, untick Hide extensions for known file types and then click OK.

To Clear Registration

- Right click on Registration.dat and rename to Registration.old.
- Right click on Registration.reg > select Copy, on a blank space, right click and Paste.
- Right click on Copy Registration.reg and rename to Registration.dat.
- Open Sage Pastel Accounting, you will be prompted to register, follow the assistant, once this is done add the company back on to the system.



If the error persists, the company will need to be sent through to support for a data fix.

An email can be send to supportsa@sage.com