

Runtime Error 70/75

Should you receive **Runtime Error 70** or **Runtime Error 75** when opening or processing in Sage Pastel Accounting it is usually caused by permissions set correctly on the Sage Pastel folder on the computer that is registered as the Sage Pastel Server

Complete the checklist below to ensure all the settings are correct on the Server

- Windows Administrator
- Sharing the Pastel Folder
- Removing read only attributes

Windows Administrator

Please ensure the Windows User is logged in as the local Administrator.

There are certain files that will not install or will not install correctly if you are not logged in as the machines local Administrator.

To check if the user is a local Windows Administrator follow the following steps:

Windows 7

- Select Start > Control Panel > User Accounts > Manage User Accounts

Windows 8 and Windows 10

- Right-click in the bottom left corner of your screen, select Control Panel > User Account > Manage User Accounts

The user must belong to and Administrator Group. If the user is not, please contact your IT Administrator

Sharing the Pastel folder

If the Permission is not set to Full Control. The quickest way to enable full control is to share the local Pastel/Xpress folder.

Alternatively contact your IT administrator for assistance.

- Ensure you are on the **Sage Pastel Server** (this is the machine where **Sage Pastel** is registered as the **Server**)
- Press the **Windows** and **E** keys found on your keyboard simultaneously on the C Drive
- Right click on the **Pastel/Xpress** folder (the xx represents the version of Pastel you are using i.e. Sage Pastel Partner V14 = Pastel14, Sage Pastel Xpress V14 = Xpress14)
- Right click on the Pastel/Xpress folder
- Select the option **Share With > Specific People**
- The **File Sharing** screen will display
 - Type **Everyone** in the blank space provided and select **Add**
 - Change the **Permission Level** next to **Everyone** to **Read/Write** by selecting the drop down
- Select **Share**, when completed press **Done** to complete the sharing

Removing read only attributes

- Ensure you are on the **Sage Pastel Server** (this is the machine where **Sage Pastel** is registered as the **Server**)
- Press the **Windows** and **E** keys found on your keyboard simultaneously on the C Drive
- Right click on the **Pastel/Xpress** folder
- Go to **Properties**, ensure **Read-only** by **Attributes** in **unticked**
- Select **Apply** and ensure the option **Apply changes to this folder, subfolders and files** is selected and click **OK**
- Select the **Security** tab
- Ensure each Group or user name under **Group or user name** has **Full Control** selected
- Select **OK** to confirm changes