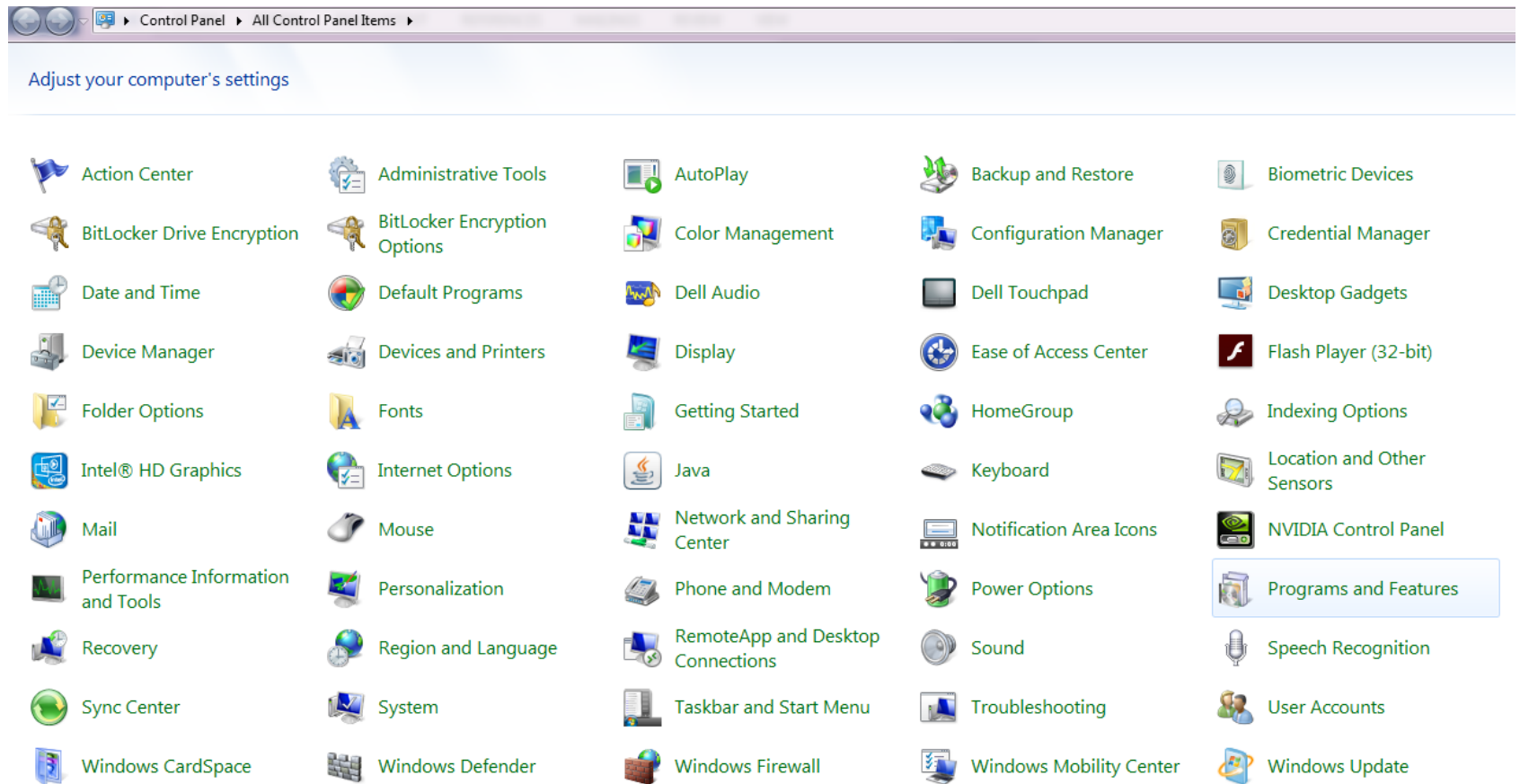# Why is my registration code not working?

Below are examples of registration error messages:

1. The registration code you have entered is incorrect
2. The registration code does not correspond to the version of Pervasive
3. Your registration code does not correspond to the current version for Pastel
4. We have encountered a problem with your serial number
5. Your server is not registered or your server registration expired.
6. You receive an Error "Your server is not registered or your server registration expired on your server
7. You receive an Error "Your server is not registered or your server registration expired on your workstations
8. Receiving error "Serial Number could not be found on Database when registering and upgrade online.

1. The registration code you have entered is incorrect:

Please verify the following:

- o The Registration code you have entered is correct
- o Check that your system date and time is correct and not showing a past or future date. (How do I do this link)
- o The Company Name should correspond with the Company Name on the Pastel Database. (in the even that it is not a first time registration)
- o Each time you reinstall your software or make a change to the spelling or casing of the Company Name, the access code will change; therefore this needs to be verified.

2. The registration code does not correspond to the version of Pervasive:
- o Please ensure that you have the correct pervasive installed that you are licensed for. In order to do so navigate to :
  - o **Start > Control Panel > Programs and Features >**

sage Pastel Accounting

Adjust your computer's settings

Action Center	AutoPlay	Backup and Restore	Biometric Devices
Administrative Tools			
BitLocker Drive Encryption	BitLocker Encryption Options	Color Management	Configuration Manager	Credential Manager
Date and Time	Default Programs	Dell Audio	Dell Touchpad	Desktop Gadgets
Device Manager	Devices and Printers	Display	Ease of Access Center	Flash Player (32-bit)
Folder Options	Fonts	Getting Started	HomeGroup	Indexing Options
Intel® HD Graphics	Internet Options	Java	Keyboard	Location and Other Sensors
Mail	Mouse	Network and Sharing Center	Notification Area Icons	NVIDIA Control Panel
Performance Information and Tools	Personalization	Phone and Modem	Power Options	Programs and Features
Recovery	Region and Language	RemoteApp and Desktop Connections	Sound	Speech Recognition
Sync Center	System	Taskbar and Start Menu	Troubleshooting	User Accounts
Windows CardSpace	Windows Defender	Windows Firewall	Windows Mobility Center	Windows Update

Pervasive PSQL (Version Number)

- o The Pervasive version should correspond to the Version on your Invoice.
- o What should I do if the Pervasive Version is not the version that I am licensed for?

3. The registration code does not correspond to the version of Pastel:

You will receive this message if the incorrect version of Pastel is installed. E.g. Pastel Partner has been purchased, but Pastel Xpress has been installed. The Base Serial number determines the version of Pastel which has been purchased. In order to rectify this you would need to uninstall the incorrect version of Pastel and install the correct version that you are licensed for.

Should you require assistance this process you may contact the Installations team for assistance and a friendly support consultant will gladly assist.

Tel : 011 304 3810

E-mail: Installtions@pastel.co.za

4. You receive an Error "We have encountered a problem with your serial number"

Please contact the Client Services Team on

Tel: 011304 3300

E-mail: Clientservices@Sage.com

5. **You receive an Error "Your server is not registered or your server registration expired on your workstation machines.**
   - Confirm that your server is register
   - Make sure that you are connect to the server PC
   - Confirm that the workstation registration is pointing to the server and not the local C Drive
   - Should you re

6. **You receive an Error "Your server is not registered or your server registration expired on your Server**
   - Add a full stop behind your company in order for the access code to change
   - This will allow you to continue with the registration.

7. **Receiving error "Serial Number could not be found on Database when registering an upgrade online**

   - Select the **Do not register my packages only migrate the company's**, option, the installation will continue as per normal thereafter

   Should you require assistance, please contact the Client Services Team on:

Tel : 011 304 3300

E-Mail : Clientservices@Sage.com