

Appendix A, Troubleshooting, includes the following.

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VISTA OPERATING SYSTEM INSTALLATION

Peachtree Complete Accounting 2009 uses the Pervasive database. If you are using Windows Vista, you may need to install a service utility from the Pervasive website.

If you start your computer and a W3DBSMGR Information Error window appears that says:

“W3DBSMGR (5.22.1.1.8): Error 8520. A timeout occurred during the initialization of SRDE engine.” Click OK.

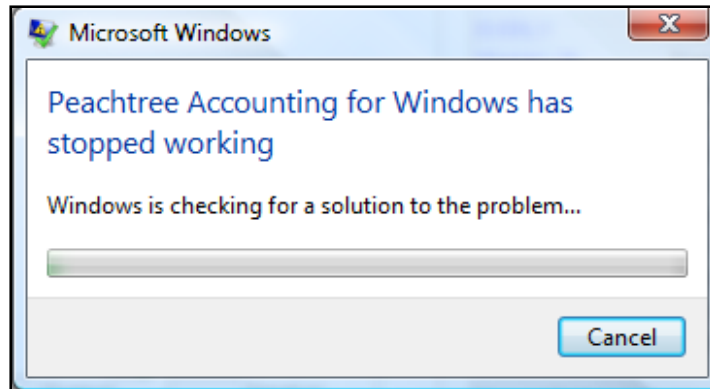
Follow these steps to run the Pervasive service utility wizard.

1. Close all windows.
2. Go online to www.pervasive.com.
3. Click on the Developers tab. From the drop down list, select Component Zone.
4. Link to Tools/Utilities.

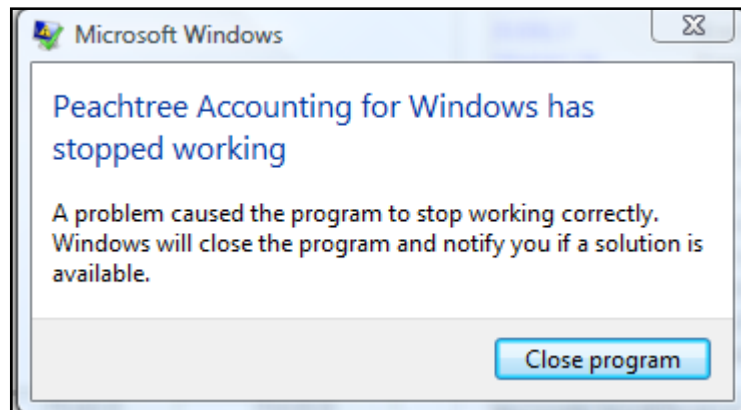
5. Link to Pervasive PSQL Service Utility for Windows Vista. When the Wizard starts, follow the prompts to download. (*Hint:* Click Next until the Install button appears.)
6. Close your browser.
7. Restart your computer.
8. Start Peachtree; open a company.

PROBLEM BACKING UP TO USB DRIVE OR OTHER EXTERNAL MEDIA

When I back up to USB media (thumb or flash drive), the following message appears:





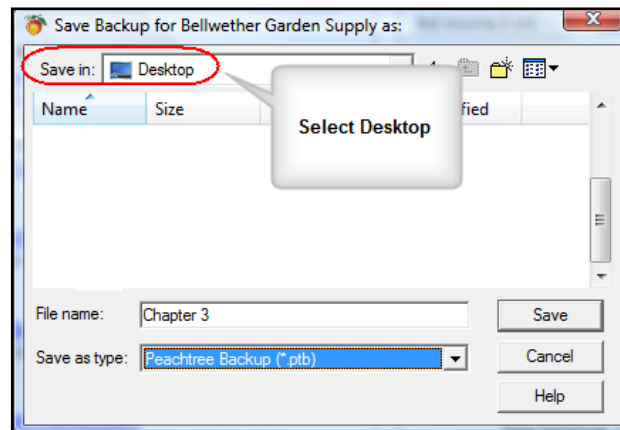
Then, this window appears:

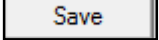
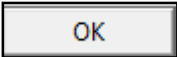


Click . You are returned to the Windows desktop.

Make a backup, using your Desktop as the destination for that backup. Then, copy the backup to a USB drive. Follow the steps shown below to do that.

1. From the Navigation Bar, select ; Back up.
2. Click .
3. In the Save in field, select Desktop.
4. In the File name field, type the appropriate file name. (In the example below Chapter 3 is shown.)



5. Click .
6. When This Company backup will require approximately X.XXMB window appears (substitute correct number for Xs.), click . When the Back Up Company scale is 100% complete, you have successful backed up. Minimize Peachtree to go to your desktop. The Chapter 3.ptb file is shown on the Windows desktop.
7. Right click on the Chapter 3.ptb file; left-click Copy.

8. Right click on the Start button; left-click Explore.
9. Go to your USB drive location. Right-click on the USB drive; left-click Paste.

RESTORING STARTING DATA FOR THE SAMPLE COMPANIES: BELLWETHER GARDEN SUPPLY AND STONE ARBOR LANDSCAPING

To start the sample companies from the beginning (before any data was added), restore these files:

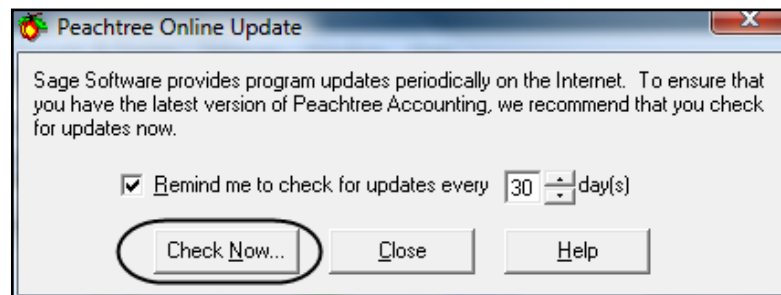
1. In Chapter 1, on pages 20-23, you backed up Bellwether Garden Supply. This back up was made *before* any data was added. Restore the bgs.ptb file. Refer to Using Peachtree's Restore Wizard on pages 28-31 for detailed steps. Once the bgs.ptb file is restored you have starting (beginning) data for Bellwether Garden Supply.
2. In Chapter 8, on pages 255-256, you backed up Stone Arbor Landscaping. Restore the Chapter 8.ptb file.

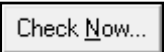
UPDATE PEACHTREE

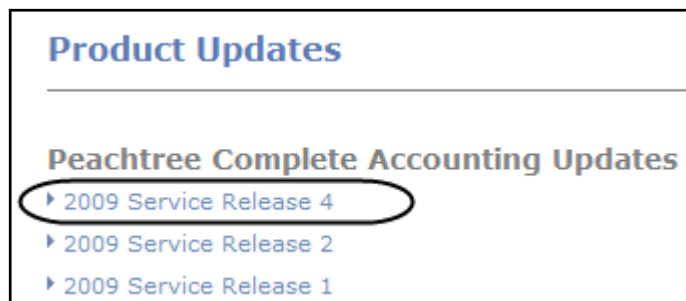
Should I update Peachtree Complete Accounting 2009? Sage Software provides program updates periodically on the Internet. To ensure that you have the latest version of the software, periodically update.

What if I am using Peachtree with no issues? You may still want to update. Check with your instructor before you update the software.

1. When you start Peachtree, a Peachtree Online Update window appears.



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2. Select  and the update process begins.
 3. You can also check for updates from the menu bar. Select Services; Check for Updates.
 4. The website for Peachtree updates, identified as *Service Releases*, is www.peachtree.com/html/updates_available.cfm. You can also go online for product updates. Link to [Peachtree by Sage Complete Accounting](#), then select the 2009 Service Release at the top of list. As of this writing, that is 2009 Service Release 4. In the future, the Service Release number may change.



5. For more information about Peachtree updates, select Help; Peachtree Accounting Help, select the Index tab, type **updates**, double-click checking for Peachtree. The Check for Peachtree Updates help window appears.

DELETING PEACHTREE

Completely remove Peachtree 2009 from your system, by doing the following.

1. Uninstall Peachtree via the Peachtree CD. Put the Peachtree 2009 CD in your drive, select Remove or Modify Peachtree Accounting.
2. Click Start, Control Panel, Program and Features (Vista) or Add/Remove Programs (XP) and remove Pervasive.

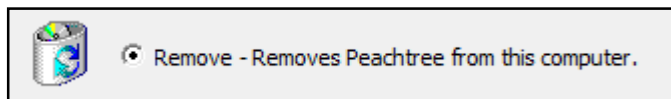
3. Open My Computer, double-click the C drive, open the Windows folder and delete the "PeachInst " folder.
4. Browse to the folder C:\Documents and Settings\"user name"\Application Data and delete the Peachtree folder.
5. Browse to C:\Program Files\Common Files\ and delete the Peach and Pervasive Software Shared folders.
6. Click the Back button to return to the Program Files folder. Rename any folders labeled Sage Software or Peachtree to "OLDSage Software" or "OLDPeachtree".
7. Delete the folder C:\Program Files\Pervasive Software.
8. Click Start, Run and type in REGEDIT and click OK.
9. Locate these keys and delete them:
 - HKEY_CURRENT_USER\Software\Peachtree
 - HKEY_CURRENT_USER\Software\PEACHW Release (10, 9, 8, or 7)
 - HKEY_LOCAL_MACHINE\Software\Peachtree
 - HKEY_LOCAL_MACHINE\Software\Pervasive
 - HKEY_LOCAL_MACHINE\Software\Pervasive Software
 - HKEY_LOCAL_MACHINE\Software\PEYX489ZK
 - HKEY_LOCAL_MACHINE\Software\Sage Technologies
10. Click Start, Search, All Files and Folders. In "All or Part of the File Name" type in **p*.ini** and click Search. Once the search is over, click Name at the top to alphabetize the list. Delete all of the following files:
 - PFA160.ini
 - PAW160.ini
 - PCW160.ini
 - PPA160.ini
 - PPAC160.ini
 - PPAM160.ini
 - PPAD160.ini

PPAN160.ini
PPAA160.ini
PTX160.ini
PTXA160.ini

11. Click Start, Run, type in %TEMP% and click OK. Delete everything in this folder that can be deleted. (Note: There are some files and folders that cannot be deleted.) Close the window.
12. Click Start, Run, type in C:\Windows\Temp and click OK. Delete everything in this folder that can be deleted. (Note: There are some files and folders that cannot be deleted.) Close the window.
13. Reboot the computer to complete the removal of the Peachtree program.

How do I completely remove Peachtree 2008 from my system?

1. Put the Peachtree Complete Accounting 2008 CD in your drive. (If you do not have the Peachtree 2008 CD, go to Control Panel's Programs and Features [in Vista] or Add/Remove programs [in XP] and remove Peachtree Complete Accounting Educational Version 2008. Then, skip ahead to step 2 below.)
 - a. If necessary, select Run autorun.exe.
 - b. Select Remove or Modify Peachtree Accounting.
 - c. Select Peachtree Complete Accounting Educational Version. Uninstall Peachtree via the Peachtree CD.
 - d. If a window prompts, A program needs your permission to continue, click the Continue button. A preparing to install window appears.
 - e. On the Maintenance Options window, select Remove.



- f. Click Next>. When the Confirm Uninstall window appears, click OK.

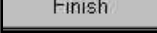
- g. Be patient. The uninstall will take several minutes. When the Maintenance Complete window appears, click Finish.
 - h. Close the Welcome to Peachtree Accounting-Maintenance window by clicking Exit. Click Exit again on the Welcome to Peachtree Accounting window.
 - i. Remove the CD.
2. Go to Start; Control Panel; Programs and Features (Vista), Add/Remove Programs (XP); and remove Pervasive.
3. Go to Computer (Vista) My Computer (XP), the C: drive and delete the PVSW and PVSWARCH folders.
4. Double-click on WINDOWS or WINNT, for Windows 2000 and delete the "PeachtInst" folder.
5. Go to the C:\Documents and Settings\users folder name\Application Data and delete the Peachtree folder.
6. Go to C:\Program Files\Common Files\and delete the "Peach" and "Pervasive Software Shared" folders.
7. Click the Back button to return to the Program Files folder. Rename any folders labeled "Sage Software" or "Peachtree" to "oldSage Software" or "oldPeachtree."
8. Go to Start; Run and type in "regedit" and click on OK.
9. Locate these keys and delete them:
 - HKEY_CURRENT_USER\Software\Peachtree
 - HKEY_CURRENT_USER\Software\PEACHW Release (10, 9, 8, or 7)
 - HKEY_LOCAL_MACHINE\Software\Peachtree
 - HKEY_LOCAL_MACHINE\Software\Pervasive
 - HKEY_LOCAL_MACHINE\Software\Pervasive Software
 - HKEY_LOCAL_MACHINE\Software\PEYX489ZK

10. Go to Start; Search, All Files and Folders (For Files and Folders in Windows 2000). In "All or Part of the File Name" type in **p*.ini** and click Search. Once the search is over, click on Name at the top of the page to alphabetize the list and look for PFA150.ini, PAW150.ini, PCW150.INI, PPA150.ini, PPAC150.ini, PPAM150.ini, PPAD150.ini, PPAN150.ini, PPAA150.ini, PTX150.ini, or PTXA150.ini. If you see any of these files, delete them.
11. Go to Start; Run, type in %temp% and click OK. Delete everything in this folder that can be deleted. (NOTE: There are some files and folders that cannot be deleted.)
12. Go to Start; Run, type in C:\Windows\Temp and click OK. Delete everything in this folder than can be deleted. (NOTE: There are some files and folders that cannot be deleted.) Close the window.
13. Reboot PC to complete removal of the Peachtree program.

How do I remove Peachtree Release 8.0 and Peachtree 2002 through 2007?

To check your software version, start Peachtree, open any company, and then click on Help, About Peachtree Accounting. To delete Peachtree Complete Accounting Release 8 and higher, do the following:

1. Make a backup of any data files that you have created.
2. Close Peachtree Complete Accounting.
3. From the Start menu, select Control Panel, then Add or Remove Programs.
4. Select Peachtree Complete Accounting from the list; then click Add/Remove Programs.
5. Select remove to confirm that you want to remove Peachtree Complete accounting program files. (If necessary, click Yes to delete shared files.)

6. Once the program has been removed, click .
7. If necessary, delete the c:\windows\pcweXXX.ini file. (Substitute the appropriate numbers for XXX; for example Peachtree Complete Accounting 2008, Educational Version, Release 15.0 is c:\windows\pcwe150.ini.)

How do I delete Peachtree 3.0, 3.5, 5.0 or 7.0 from my system?

1. Delete the PAWxx.ini file. The xx stands for a number; for example, PAW35.ini; PAW36.ini, PAW50.ini, PAW70.ini. The PAWxx.ini file is a subdirectory of Windows; for example, c:\windows\PAW70.ini.
2. Delete the program path; for example, c:\paw7edu. If you do not know where the Peachtree is installed, follow these steps.
 - a. Right-click on Peachtree's desktop icon. Then, left-click on Properties.
 - b. If necessary, select the Shortcut folder tab. The Target box shows where Peachtree is installed; for example, C:\paw7edu. The subdirectory identified as \peachw.exe is the executable file for the program.
3. Empty the Recycle bin.
4. Restart your computer.

Once you have deleted the .ini file(s), install Peachtree Complete Accounting 2009, Release 17. If you do not get the Standard install option, you did not delete the two files shown in steps 1 and 2.

SERIAL NUMBER IN USE; YOU CANNOT USE PEACHTREE BECAUSE IT HAS REACHED ITS MAXIMUM NUMBER OF USERS

If you are receiving Serial Number in use, Another Peachtree user is using the same serial number, or Peachtree has reached its maximum number of users, do the following to correct this.

1. If necessary, exit Peachtree.

2. Go to Task Manager by pressing the CTRL+ALT+DEL keys and on the Processes tab look for W3DBSMGR.EXE, click to highlight and choose End Task.

The W3DBSMGR.EXE file is the Pervasive database which sometimes takes time to end. You may have exited Peachtree and then tried to start it *before* Pervasive stopped running.

3. Restart Peachtree.

SYSTEM REQUIREMENTS WARNING

If a System Requirements window warns RAM is not large enough or processing speed is too slow, you may continue installation but Peachtree 2009 may run slower.

The minimum requirements for Peachtree 2009 installation are 256 MB of RAM (for a single user) and 1 GHz processor speed. Refer to pages iii-iv for Recommended and Minimum System Configuration.