

# Error 5 – Invalid Procedure Call or Argument

**Disclaimer:**

The Knowledge Base is our platform to share information with our customers and provide you with a 'help me, help myself' environment. The guides and documents provide step by step solutions to assist you with your queries based on the acquisition of solutions from previous enquiries.

**Important Note**

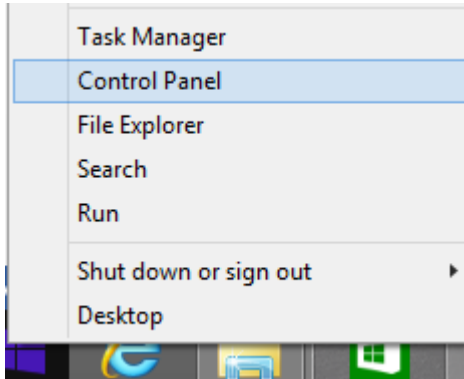
- The information contained in these articles should be treated as guidelines.
- Some articles are version and build specific.
- Articles may not be applicable to all environments.
- If the proposed solution is not successful, please post your comments below or contact the Sage Pastel Payroll and HR Department directly on (011) 304 4300 or [support.pastelpayroll@sage.com](mailto:support.pastelpayroll@sage.com)

**Solution:**

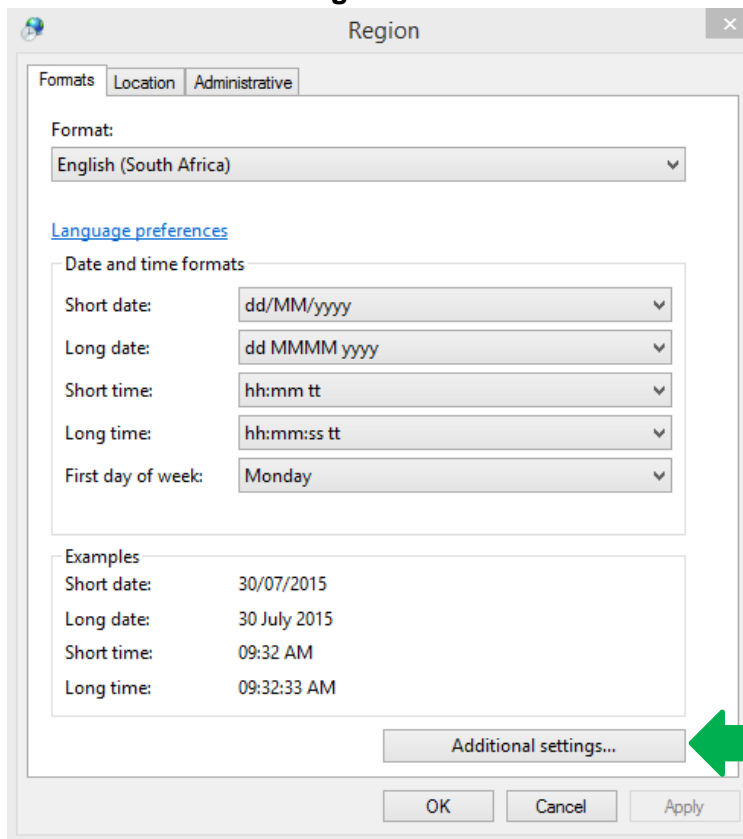
**Note:** If you're on a network environment there could be something incorrect with the mapping or the path to the companies/data has been lost. Refresh the map network drive.

**Note:** Make sure **ALL programs on the PC** are closed before you continue.

1. Ensure the region and language settings are correct.
2. Go to **Start...Control Panel**.



3. Select the **Region and Language settings**.
4. Select **Additional Settings**.



5. On the **Numbers** tab, ensure the following options are selected:

Example  
Positive: 123,456,789.00 Negative: -123,456,789.00

Decimal symbol: . **Must be full stop!**

No. of digits after decimal: 2

Digit grouping symbol: , **Must be comma!**

Digit grouping: 123,456,789

Negative sign symbol: -

Negative number format: -1.1

Display leading zeros: 0.7

List separator: , **Must be comma!**

Measurement system: Metric

Standard digits: 0123456789

Use native digits: Never

Click Reset to restore the system default settings for numbers, currency, time, and date. **Reset**

OK Cancel Apply

**Note:** Pay special attention to the decimal symbol, digit grouping symbol and list separator.

6. On the **Currency** tab, ensure that the following options are selected:

Example  
Positive: R 123,456,789.00 Negative: R-123,456,789.00

Currency symbol: R **Must be R!**

Positive currency format: R 1.1

Negative currency format: R-1.1

Decimal symbol: . **Must be full stop!**

No. of digits after decimal: 2

Digit grouping symbol: , **Must be comma!**

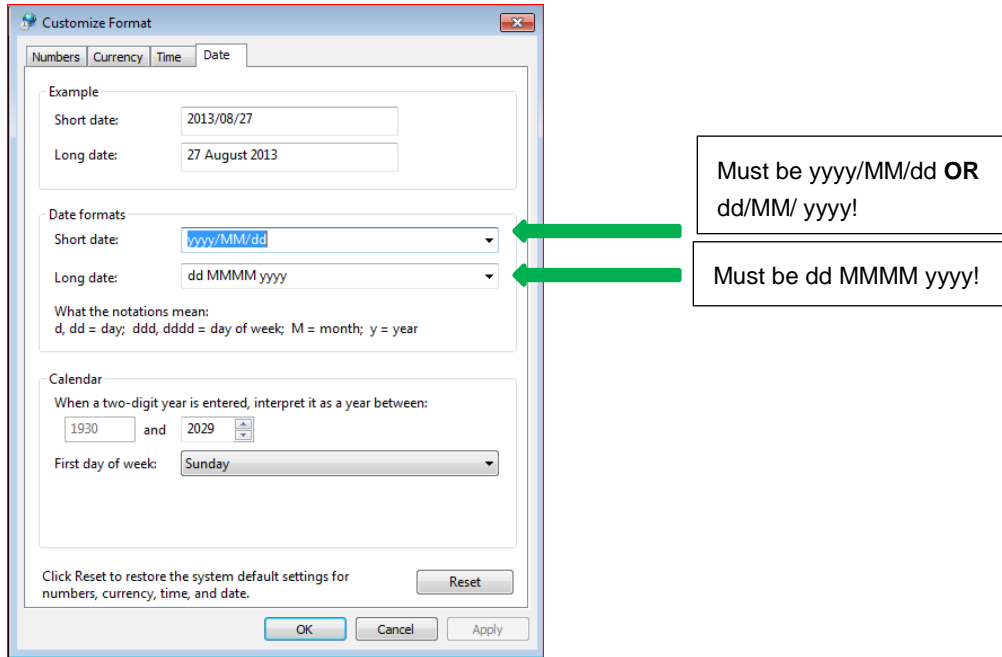
Digit grouping: 123,456,789

Click Reset to restore the system default settings for numbers, currency, time, and date. **Reset**

OK Cancel Apply

**Note:** Pay special attention to the decimal symbol and digit grouping symbol

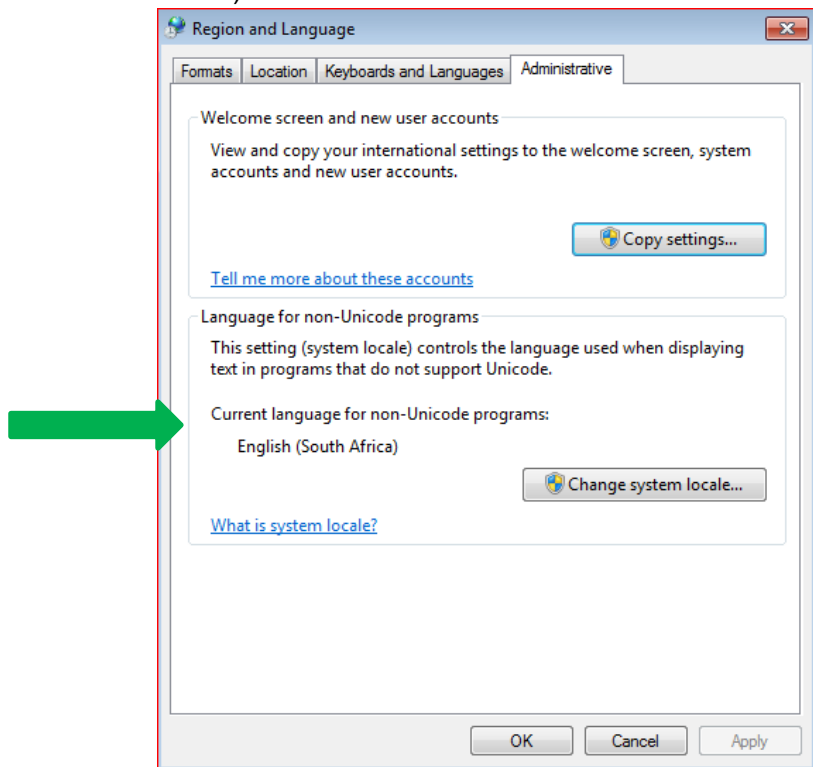
7. On the **Data** tab, ensure that the short date and long date are selected as follows:



8. Click **Apply... OK**

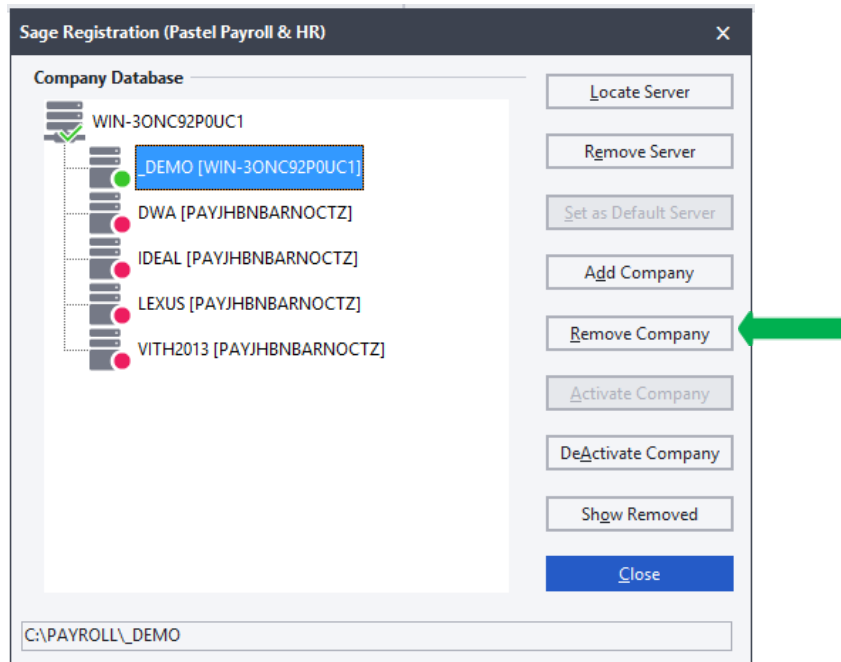
9. Select the **Administrative** tab

10. Make sure that the “**Language for non-Unicode programs**” is English (South Africa)

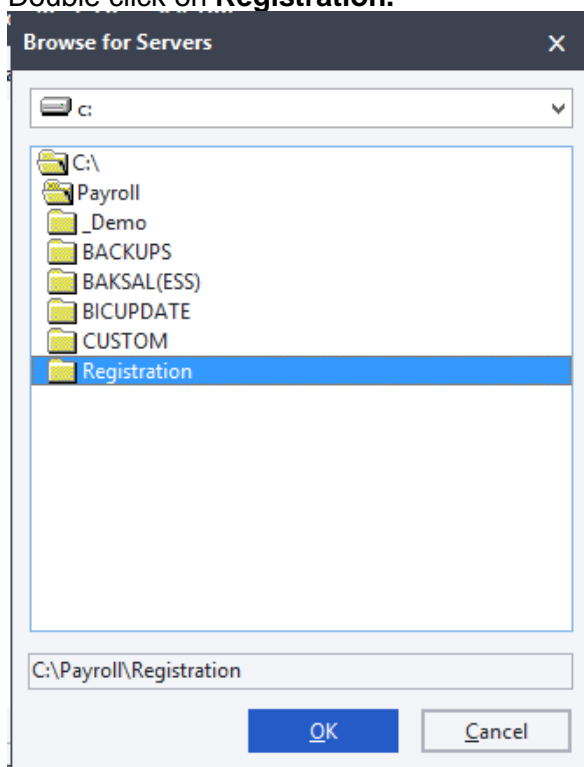


**If the error persists, continue with the below steps:**

11. Open Payroll, Go to **Utility....Manage Server**
12. The **Company Database** will be populated.
13. Select each company on your list, one-by-one, and select **Remove Company**.



14. Select **Yes** to confirm the process.
15. Once all the companies are removed, select **Remove Server**.
16. Select **Close**.
17. Go to **Utility...Manage Server**...select **Locate Server**.
18. Double click on the **Payroll** folder.
19. Double click on **Custom**.
20. Double click on **Registration**.



21. Select **OK**.
22. Select **Add Company**.
23. Double click on the Companies that are in use, one by one and select **OK**.
24. Select **Close**.

**If the error persists, continue with the below steps:**

**Note:** If you're on a network environment there could be something incorrect with the mapping or the path to the companies/data has been lost. Refresh the map network drive.

25. Ensure the correct Permissions have been given on the Server for the workstation. On the server....right click on the **Payroll Folder**....**Properties**.
26. Go to the **Sharing Tab**...the user/workstation must be added ...Permission Level ....**Read/Write**.
27. Go to the **Security Tab**.... the user/workstation...Permission for System....**Edit**...**Full Control** is to be checked for the user/workstation.

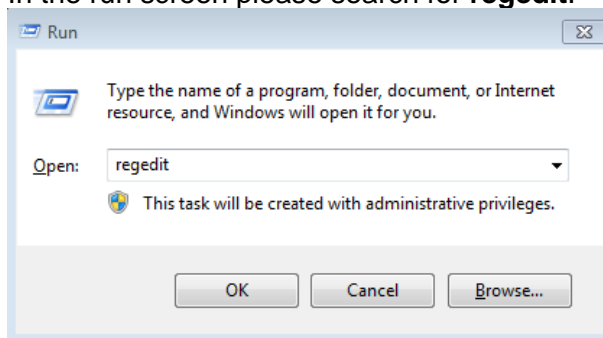


**If the error persist, continue with the below steps:**

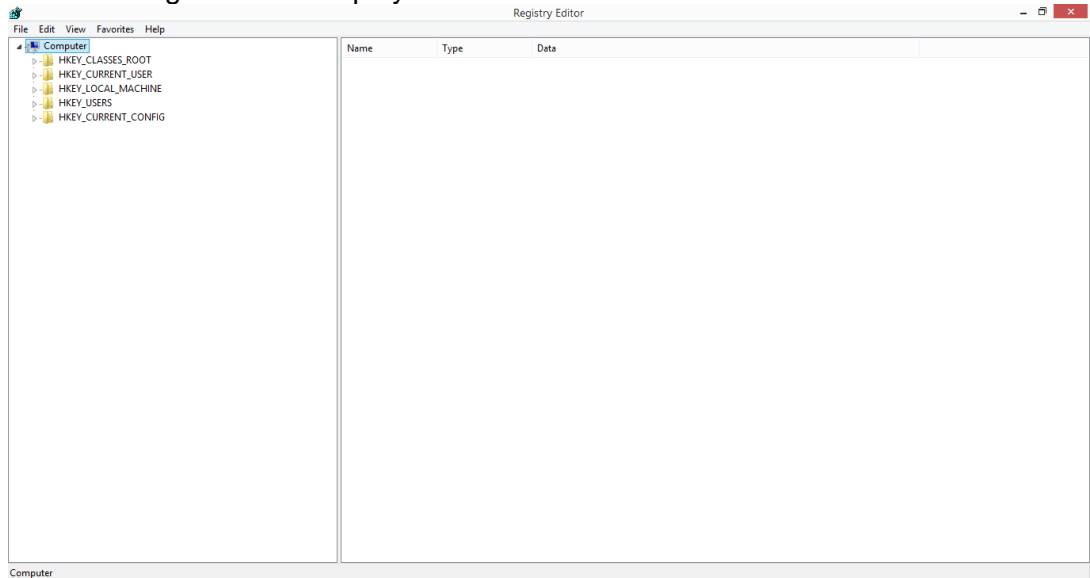
28. Select your windows button + R button on your keyboard simultaneous.



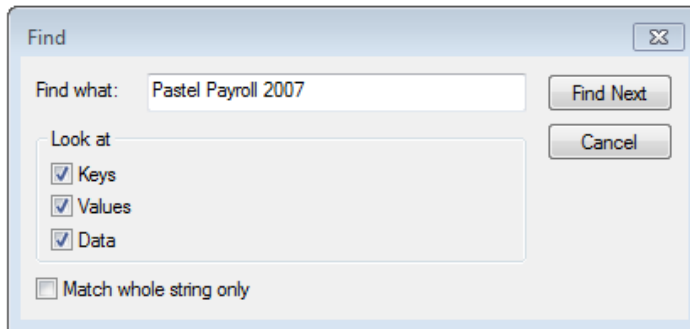
29. In the run screen please search for **regedit**.



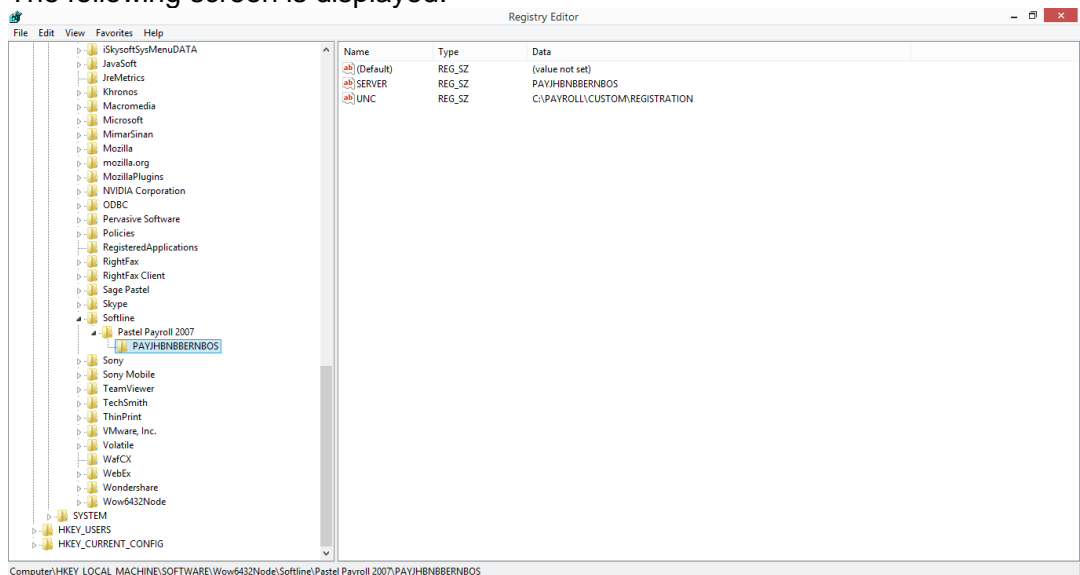
30. The following screen is displayed:



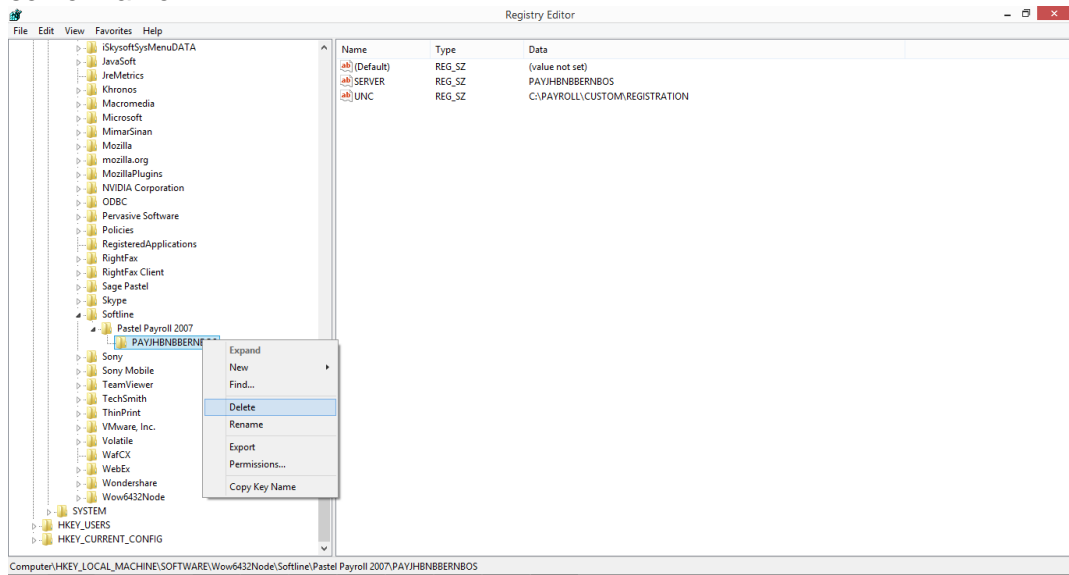
31. Go to **Edit...Find...** search for **Pastel Payroll 2007...Find Next.**



32. The following screen is displayed:



33. Ensure that there are no duplicate servers under the **Pastel Payroll 2007**. If there is a duplicate server name, **right click** on it and select to **delete** the duplicate/old server name.



34. Open the Payroll. Go to **Utility...Manage Server...**select **Locate Server** add all the companies in. Refer to point 17-24.