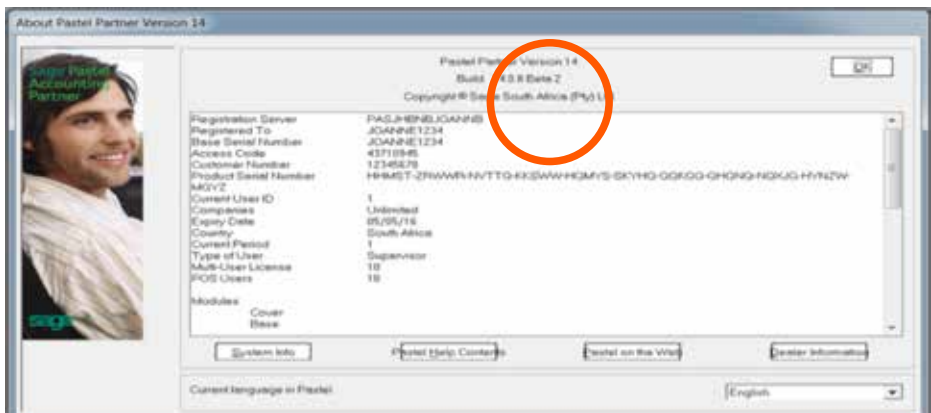# Runtime Error 429

This indicates an incompatibility of essential files that Pastel requires to operate.

Step1: Run the component utility.
- Ensure Pastel is closed
- On your Keyboard Hold the windows key + E to open Windows explorer
- Navigate to the Pastelxx| Xpressxx Folder (Where XX represents the version of Pastel you are running i.e. Pastel14)
- Look for PastelCompXX.bat (Where XX represents the version of Pastel you are running i.e. Pastelcomp14.bat)
- Double click on this file and it will open another Window.
- Wait for this window to close before opening Pastel and check if the error persists.

Step2: Check that all computers are on the same build.
- If you are running a multi-user setup please on all machines open Pastel and go to Help|About
- Look under Build as shown below:

- All the machines should be on the same build.
- If you find that the builds differ the machines on a lower build will need to be updated to the machine running the highest version i.e. 1 machine on 14.0.7 another machine on 14.0.6 Machine on 14.0.6 must update to 14.0.7.

Step3: Check the Sage Connected Services.
- The latest Sage connected services is 2.0.91.
- This is available to download for V14 only by going to Start| All programs| Sage Pastel| Pastel Partner/Xpress| Download manager
- Select the option Sage Connected services (Version 14.0.7 and higher)
- Once the file has been saved you can uninstall the current Sage Connected services via the control panel and install the downloaded version.
- Make sure the user you are installing the Sage connected services on has Administrator rights or Sage Connected services will not install.