

# Runtime Error 53 – Wbtrv32.dll

## 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).

## Product Guide

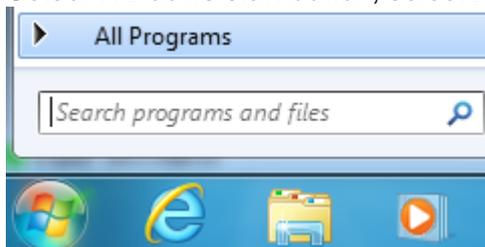
### Question:

When opening Payroll I receive Runtime Error 53 – Wbtrv32.dll. How can I fix it?

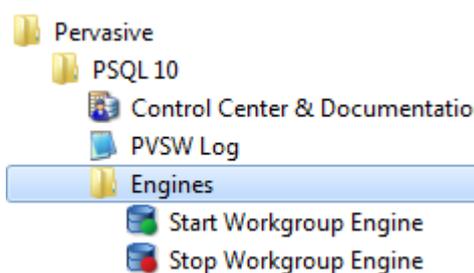
### Solution:

**Note:** Please ensure that Pastel Payroll is closed before you continue with the below.

1. Select Windows start button, select **All Programs**.



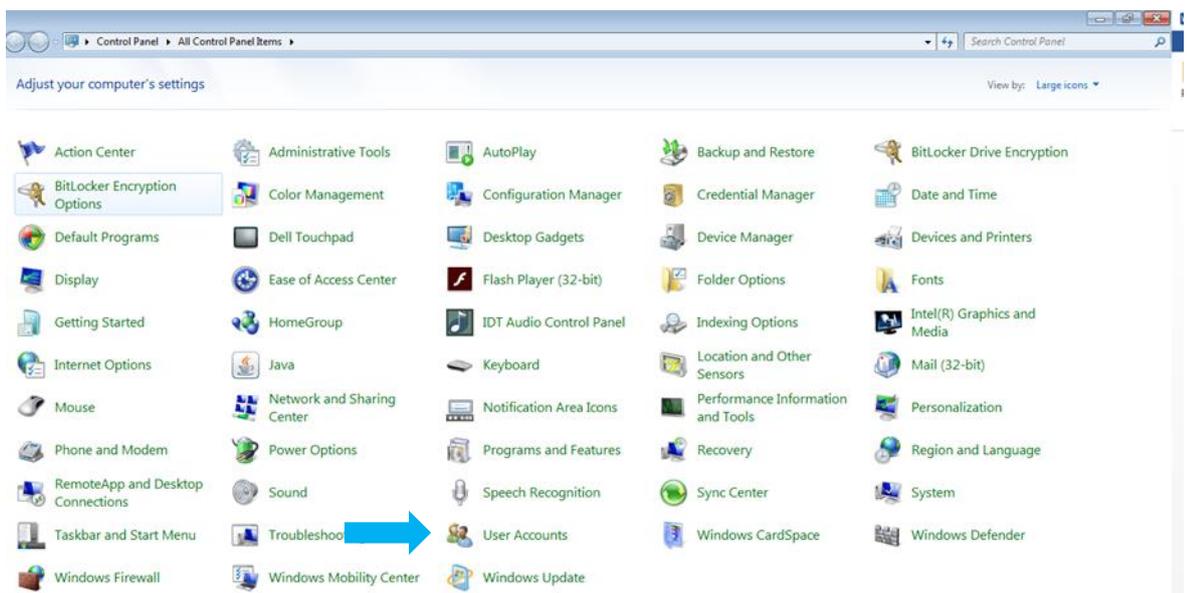
2. Look for the folder titled **Pervasive**, expand the folder and select on the folder called **Engines**.



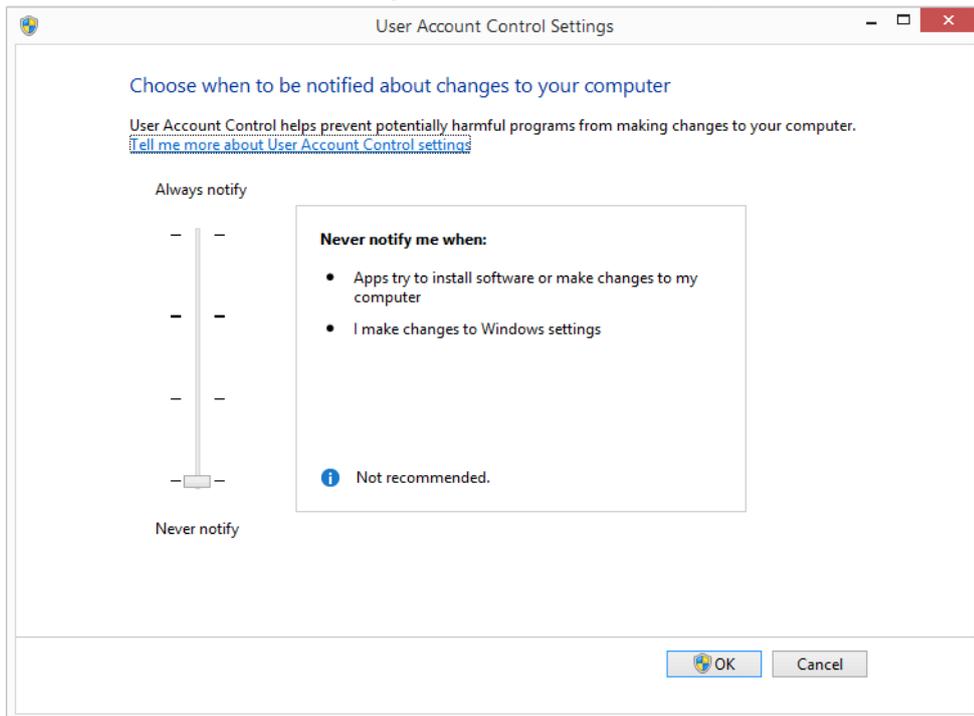
3. Select **Stop Workgroup Engine**.
4. Select **Start Workgroup Engine**.
5. Open Payroll to see if the error persists.

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

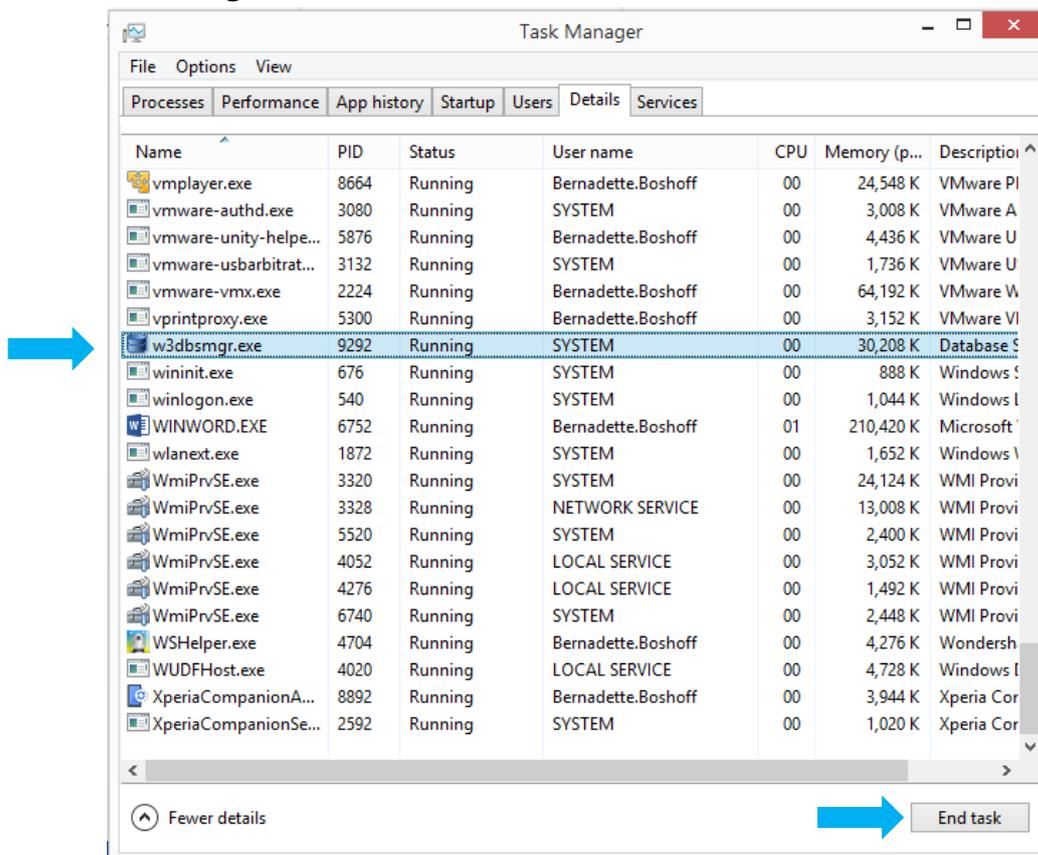
6. Go to **Start...Control Panel....User Accounts**.



7. Select **Change User Account...Control Settings**.
8. Ensure that the control Settings are set to **Never Notify**.



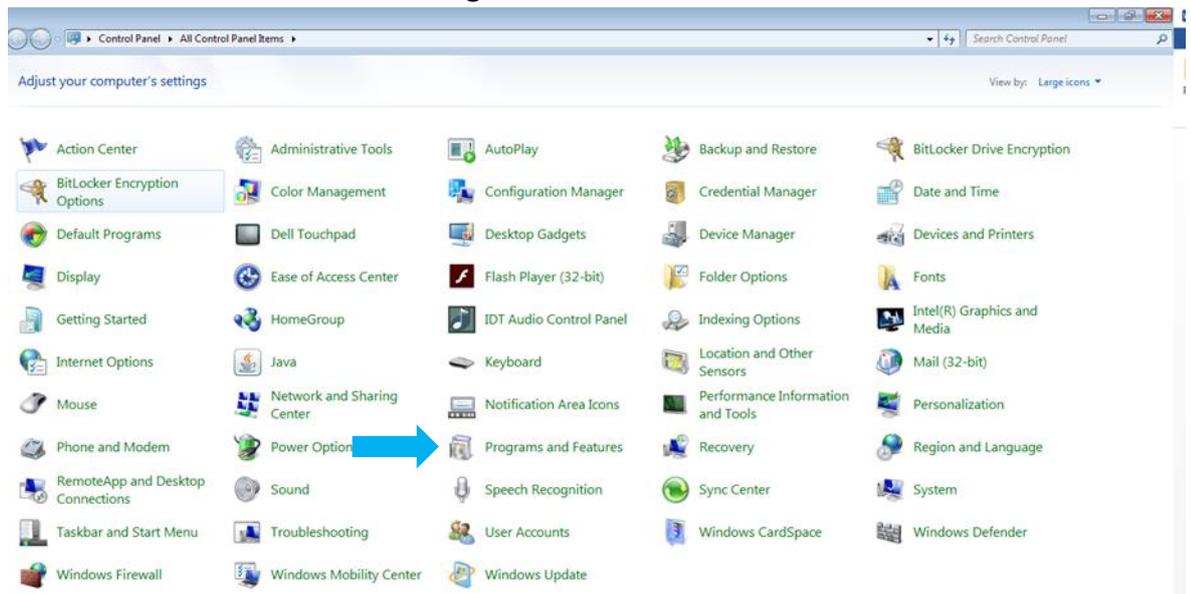
9. Go to your **Task Manger** select on **Details/Processes** and end the task **w3dbsmgr.exe/wbtrv32.dll**.



10. Open Payroll to see if the error persists.

If the error persists, continue with the below steps:

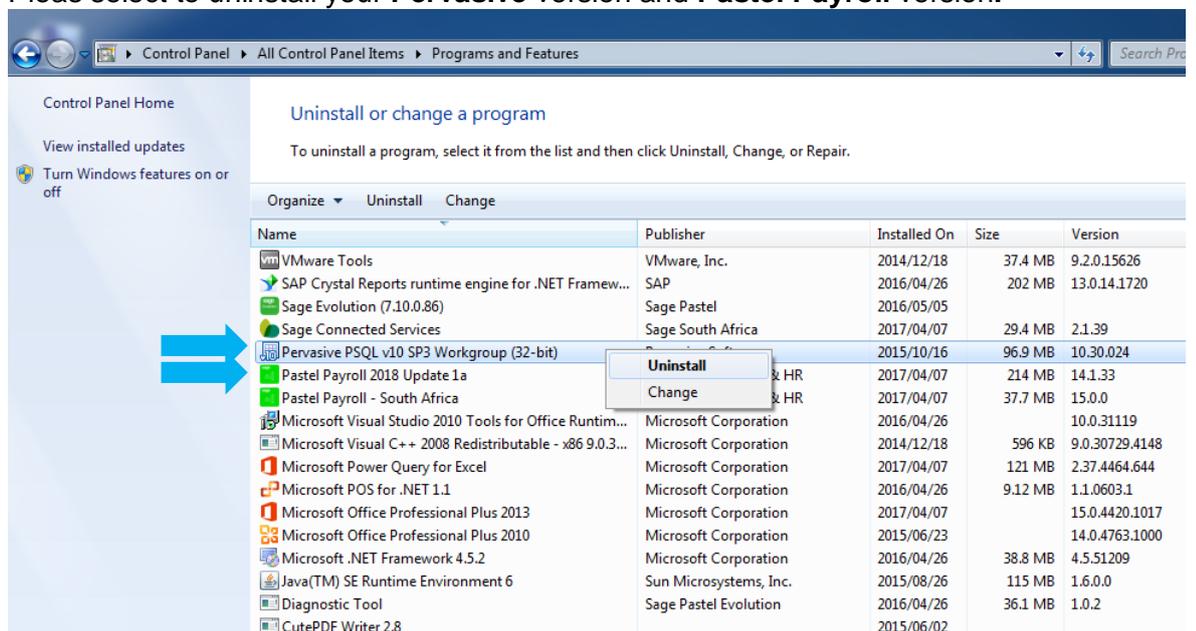
11. Go to **Start...Control Panel....Programs and Features.**



12. Ensure that the correct version of Pervasive is installed, according to your serial number.

If the incorrect version is installed, continue with the below steps:

13. Please select to uninstall your **Pervasive** version and **Pastel Payroll** version.



14. Firstly, begin with installing **Pervasive**.

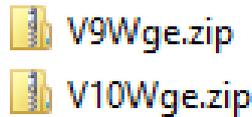
15. Download the correct Pervasive version from the following link:

<http://www.pastelpayroll.co.za/prereq>

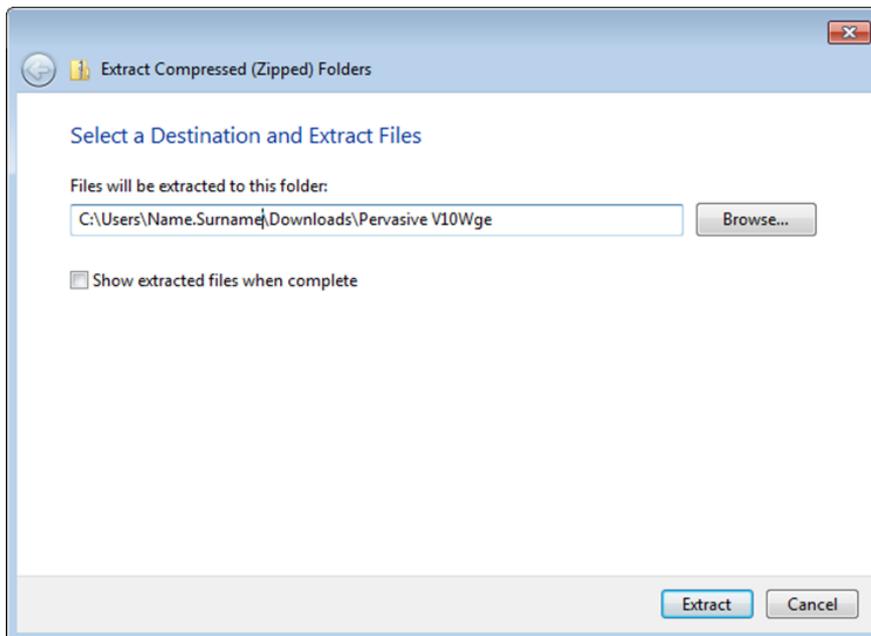
16. You will be prompted to Run, Save or Cancel the installation file. Select to **Save** the file.



17. Once the download has successfully completed, close your Internet Browser and navigate to where your install file would have downloaded and saved to.
18. In the location where the download was saved, the installation file will display as follows:



19. Right click on the .zip file and select to Extract the file.



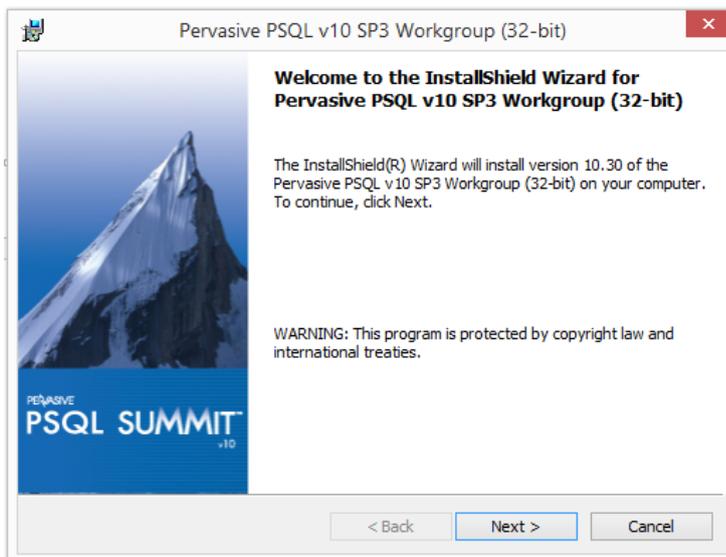
20. Double click on either the **V9Wge** or **V10Wge** folder, depending on the Pervasive version to be installed.



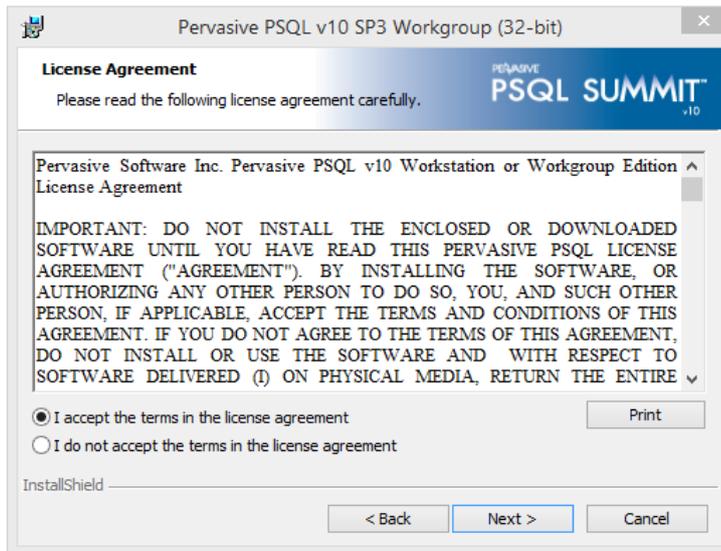
21. Select (**SetupWorkgroup\_x86.exe** for V10) or (**Setup.exe** for V9) in order to begin the installation.

Name	Date modified	Type	Size
_WGC.cab	2015-05-28 01:12 ...	Cabinet File	161 KB
_WGE.cab	2015-05-28 01:12 ...	Cabinet File	470 KB
1033.mst	2015-05-28 01:12 ...	MST File	13 KB
1041.mst	2015-05-28 01:12 ...	MST File	702 KB
1041_FCS.MST	2015-05-28 01:12 ...	MST File	697 KB
ActiveX.cab	2015-05-28 01:12 ...	Cabinet File	309 KB
ADONET21.cab	2015-05-28 01:12 ...	Cabinet File	188 KB
ADONET30.cab	2015-05-28 01:12 ...	Cabinet File	284 KB
BtrevDos.cab	2015-05-28 01:12 ...	Cabinet File	13 KB
CboISExe.cab	2015-05-28 01:12 ...	Cabinet File	124 KB
DDFB.cab	2015-05-28 01:12 ...	Cabinet File	881 KB
Docs.cab	2015-05-28 01:12 ...	Cabinet File	22,062 KB
DTO.cab	2015-05-28 01:12 ...	Cabinet File	165 KB
EclipRCP.cab	2015-05-28 01:12 ...	Cabinet File	40,681 KB
JCL.cab	2015-05-28 01:12 ...	Cabinet File	173 KB
JDBC.cab	2015-05-28 01:12 ...	Cabinet File	210 KB
OLEDb.cab	2015-05-28 01:12 ...	Cabinet File	382 KB
PCC.cab	2015-05-28 01:12 ...	Cabinet File	168 KB
PDAC.cab	2015-05-28 01:12 ...	Cabinet File	1,277 KB
PervasivePSQLv10WGE_x86.msi	2015-05-28 01:12 ...	Windows Installer ...	11,396 KB
PSA.cab	2015-05-28 01:12 ...	Cabinet File	745 KB
ptksetup.ini	2015-05-28 01:12 ...	Configuration sett...	32 KB
SetupWorkgroup_x86.exe	2015-05-28 01:12 ...	Application	329 KB
Utils.cab	2015-05-28 01:12 ...	Cabinet File	1,849 KB

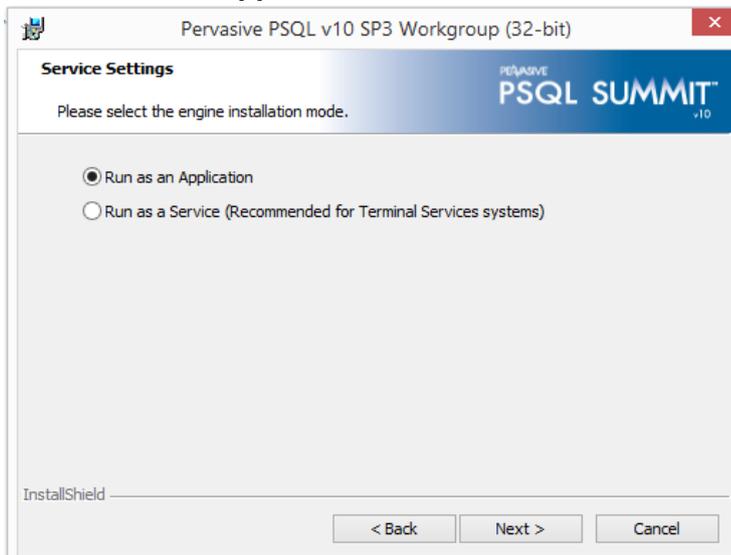
22. Select **Next** on the below screen:



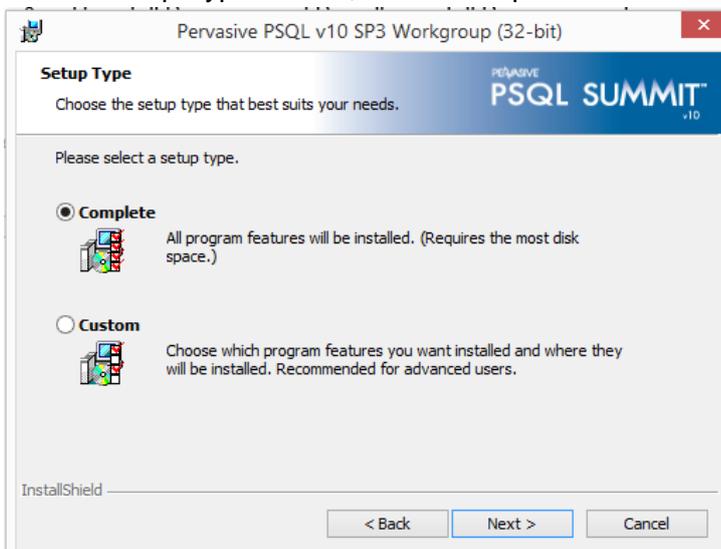
23. Read the terms of the license agreement and select to **Accept** in order for the installation to continue. Select **Next**.



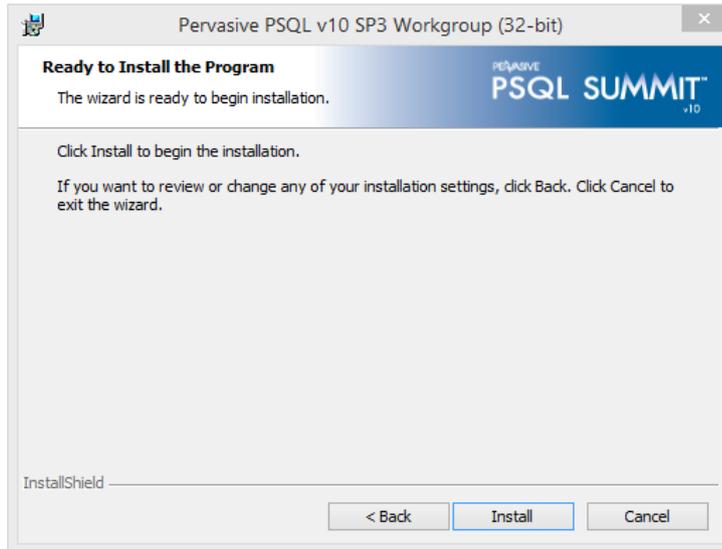
24. Select to run as **Application**.



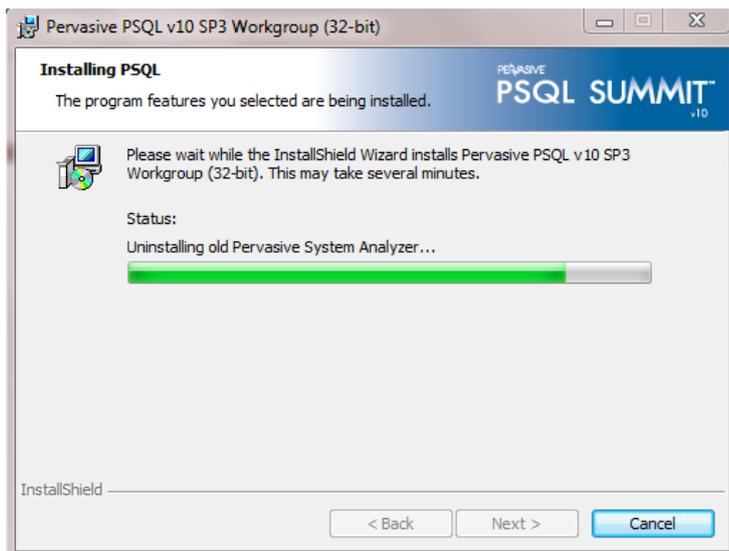
25. On the Setup Type screen, select Complete then select **Next**.



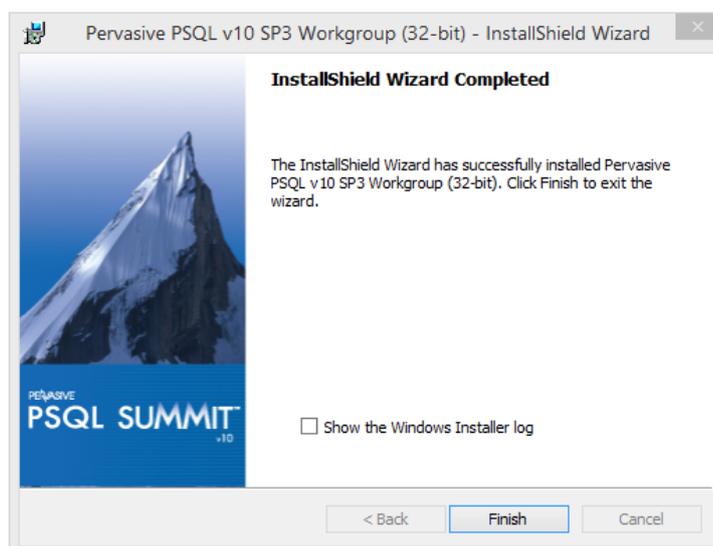
26. Select **Install**.



27. Wait for the green Progress bar to be completed, in order for the Pervasive to be installed.



28. Select **Finish** on the InstallShield Wizard Completed screen.



### Why install pervasive as a Service as opposed to an Application?

Application: The Pervasive engine only starts when you log into the Sage Pastel Payroll & HR software. This is not recommended because sometimes the Sage Pastel Payroll & HR system opens up before the Pervasive Engine starts, which may cause Pervasive errors.

Service: The Pervasive engine starts up when you log into your computer. This is the recommended installation type for Sage Pastel Payroll & HR.

29. Install Pastel Payroll.
30. Log onto the Sage website, [www.sage.com/za/support/product-support/sage-pastel-payroll/download-latest-software-version](http://www.sage.com/za/support/product-support/sage-pastel-payroll/download-latest-software-version)
31. Scroll down in order to access the download options.

## Latest software release – Sage Pastel Payroll & HR 2018 Update 1.

*2018 Update 1 brings the new legislative changes introduced during the budget speech on 22 February 2017, ETI changes and new Statutory Tax Tables.*

*Along with this, it also holds tax tables for various countries across Africa, enhancements on reports and a few minor fixes.*

Click [here](#) to download the full install for Sage Pastel Payroll & HR 2018 Update 1.

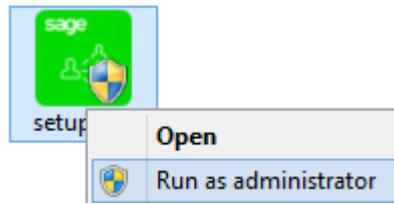
32. Select the Click **here** for the full install.
33. You will be prompted to Run, Save or Cancel the installation file. Select to **Save** the file.



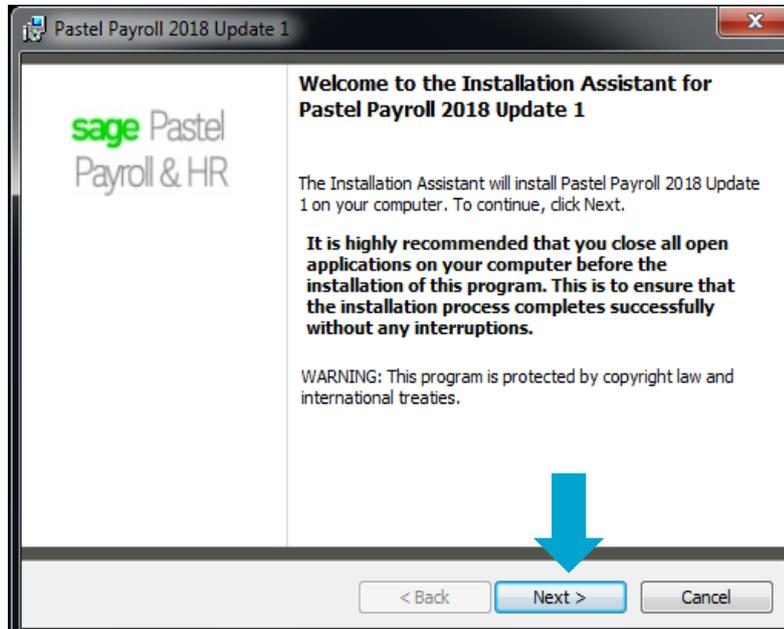
34. Once the download has successfully completed, close your Internet Browser and navigate to where your install file would have downloaded and saved to.
35. In the location where the download was saved, the installation file will display as follows:



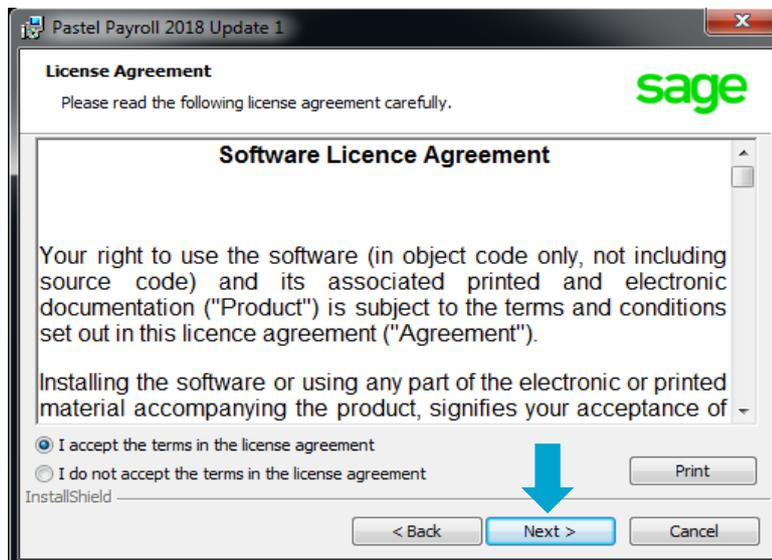
36. Right click on the .exe and select **Run as administrator**.



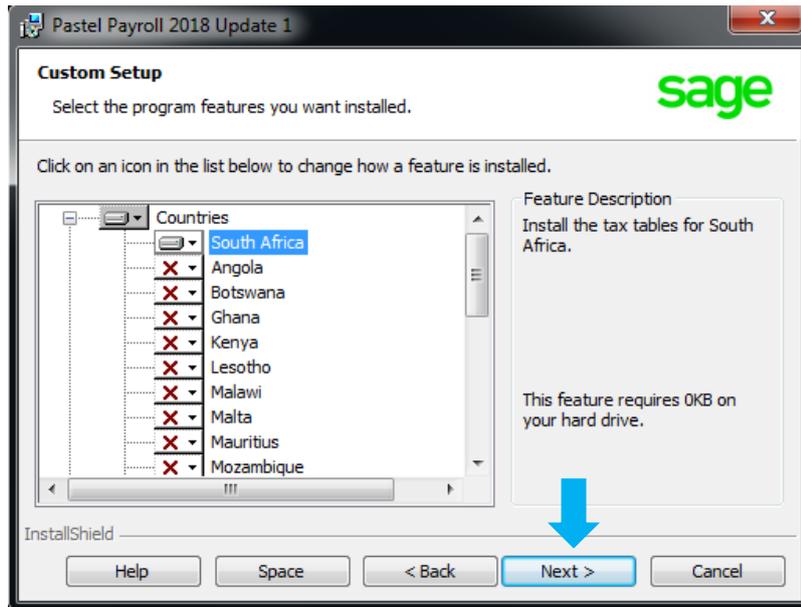
37. The below screen will be displayed. Select **Next**.



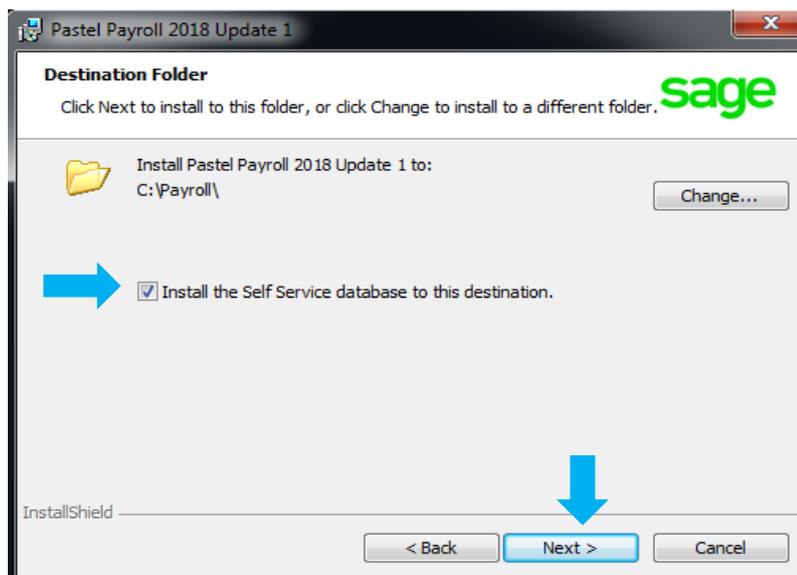
38. Read the terms of the license agreement and accept them in order to continue the installation. Select **Next**.



39. Ensure that **South Africa** is selected under Countries. Select **Next**.

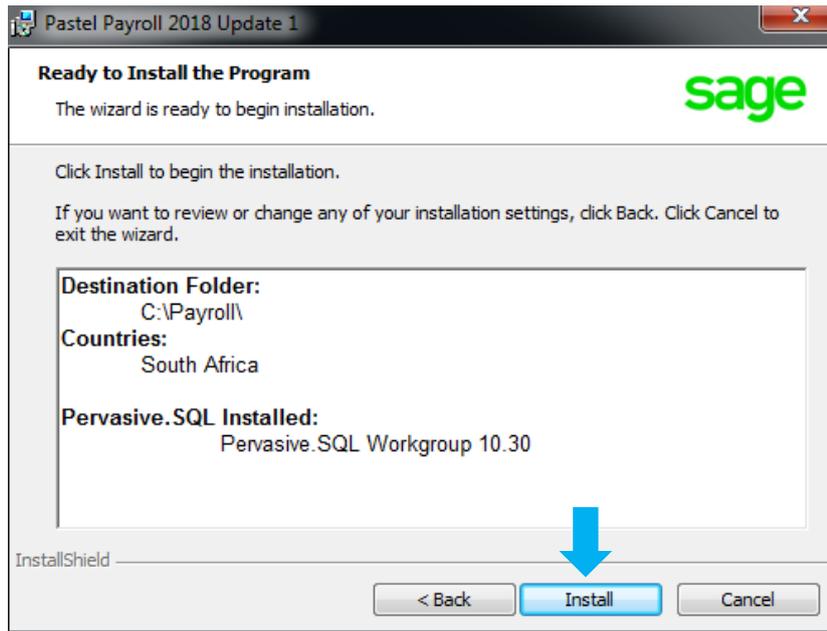


40. The default destination folder for Payroll is displayed as **C:\Payroll**. Select **Next**

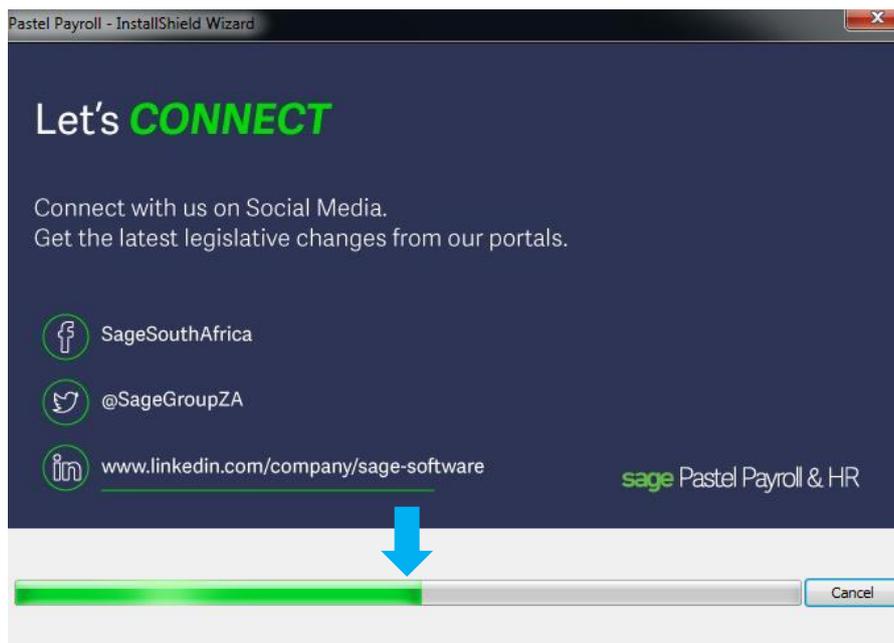


**Note:** If you make use of Self Service, ensure that you install the Self Service Database to the C Drive on the selection screen above, by clicking in the selection box.

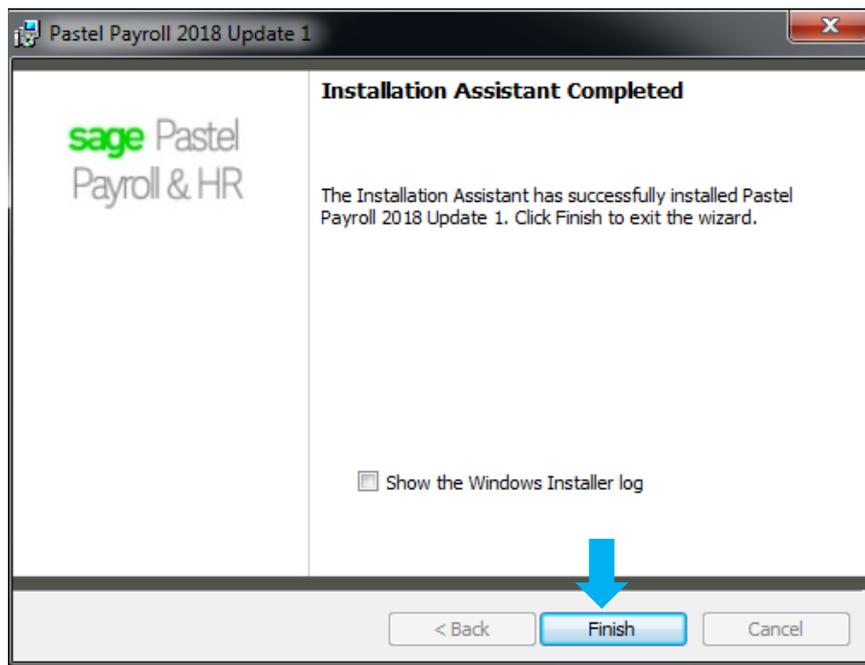
41. Select **Install**.



42. A progress indicator will be displayed to track the Installation. Wait for the green Progress indicator to be completed.



43. Select **Finish** on the Installation Assistant Completed screen.



44. Sage Pastel Payroll & HR is now installed.

45. You can now open Payroll.