

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 <u>support.pastelpayroll@sage.com</u>.



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.**

8		User Account Control Settings – 🗆 🗖	ĸ
	Choose w User Accoun Tell me mor Always n	when to be notified about changes to your computer at Control helps prevent potentially harmful programs from making changes to your computer. a about User Account Control settings hotify	
	-	 Never notify me when: Apps try to install software or make changes to my computer I make changes to Windows settings 	
	- Never no	- 1 Not recommended.	
		@OK Cancel	

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

File Ontions View			Task Manager			
Processes Performance	App his	story Startup	Users Details Services			
Name	PID	Status	User name	CPU	Memory (p	Descri
wmplayer.exe	8664	Running	Bernadette.Boshoff	00	24,548 K	VMwa
wmware-authd.exe	3080	Running	SYSTEM	00	3,008 K	VMwa
wmware-unity-helpe	5876	Running	Bernadette.Boshoff	00	4,436 K	VMwa
wmware-usbarbitrat	3132	Running	SYSTEM	00	1,736 K	VMwar
vmware-vmx.exe	2224	Running	Bernadette.Boshoff	00	64,192 K	VMwa
vprintproxy.exe	5300	Running	Bernadette.Boshoff	00	3,152 K	VMwa
📑 w3dbsmgr.exe	9292	Running	SYSTEM	00	30,208 K	Databa
wininit.exe	676	Running	SYSTEM	00	888 K	Windo
winlogon.exe	540	Running	SYSTEM	00	1,044 K	Windo
WINWORD.EXE	6752	Running	Bernadette.Boshoff	01	210,420 K	Micros
💷 wlanext.exe	1872	Running	SYSTEM	00	1,652 K	Windo
🗃 WmiPrvSE.exe	3320	Running	SYSTEM	00	24,124 K	WMI P
🗃 WmiPrvSE.exe	3328	Running	NETWORK SERVICE	00	13,008 K	WMI P
🗃 WmiPrvSE.exe	5520	Running	SYSTEM	00	2,400 K	WMI P
🗃 WmiPrvSE.exe	4052	Running	LOCAL SERVICE	00	3,052 K	WMI P
🗃 WmiPrvSE.exe	4276	Running	LOCAL SERVICE	00	1,492 K	WMI P
🗃 WmiPrvSE.exe	6740	Running	SYSTEM	00	2,448 K	WMI P
🔯 WSHelper.exe	4704	Running	Bernadette.Boshoff	00	4,276 K	Wonde
WUDFHost.exe	4020	Running	LOCAL SERVICE	00	4,728 K	Windo
🔯 XperiaCompanionA	8892	Running	Bernadette.Boshoff	00	3,944 K	Xperia
XperiaCompanionSe	2592	Running	SYSTEM	00	1,020 K	Xperia
<						
						Factor

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.

Control Panel + All Con	trol Panel Items 🔸			• 4 Search Control Panel P
Adjust your computer's settings				View by: Large icons 💌
Action Center	Administrative Tools	AutoPlay	Backup and Restore	RitLocker Drive Encryption
BitLocker Encryption Options	Color Management	Configuration Manager	Credential Manager	Date and Time
Default Programs	Dell Touchpad	Desktop Gadgets	Device Manager	Devices and Printers
Display	Ease of Access Center	Flash Player (32-bit)	Folder Options	Fonts
Getting Started	HomeGroup	IDT Audio Control Panel	Indexing Options	Intel(R) Graphics and Media
Part Internet Options	Java	S Keyboard	Location and Other Sensors	Mail (32-bit)
Thouse	Network and Sharing Center	Notification Area Icons	Performance Information and Tools	Personalization
Phone and Modem	Power Option	Programs and Features	Recovery	🔗 Region and Language
RemoteApp and Desktop Connections	Sound	Speech Recognition	Sync Center	System
Taskbar and Start Menu	Troubleshooting	Ser Accounts	Windows CardSpace	Windows Defender
Windows Firewall	Windows Mobility Center	Windows Update		

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. Pleas select to uninstall your Pervasive version and Pastel Payroll version.

🌀 🗢 🕅 🕨 Control Panel 🛛	All Control Panel Items Programs and Features				-	Search Pro
Control Panel Home View installed updates	Uninstall or change a program To uninstall a program, select it from the list and then	click Uninstall, Chan	ge, or Repair.			
Turn Windows features on or off	Organize 🔻 Uninstall Change					
	Name	Publisher		Installed On	Size	Version
	VMware Tools	VMware, Inc.		2014/12/18	37.4 MB	9.2.0.15626
	SAP Crystal Reports runtime engine for .NET Framew	SAP		2016/04/26	202 MB	13.0.14.1720
	Sage Evolution (7.10.0.86)	Sage Pastel 2016/05		2016/05/05		
	Sage Connected Services	Sage South Africa	a 2017/04/07		29.4 MB	2.1.39
	🔚 Pervasive PSQL v10 SP3 Workgroup (32-bit)			2015/10/16	96.9 MB	10.30.024
	Pastel Payroll 2018 Update 1a	Uninstall	۶ HR	2017/04/07	214 MB	14.1.33
· · · · · · · · · · · · · · · · · · ·	Pastel Payroll - South Africa	Change	λ HR	2017/04/07	37.7 MB	15.0.0
	Hicrosoft Visual Studio 2010 Tools for Office Runtim	Microsoft Corporat	ion	2016/04/26		10.0.31119
	Microsoft Visual C+ + 2008 Redistributable - x86 9.0.3	Microsoft Corporat	ion	2014/12/18	596 KB	9.0.30729.4148
	Microsoft Power Query for Excel	Microsoft Corporat	ion	2017/04/07	121 MB	2.37.4464.644
	Microsoft POS for .NET 1.1	Microsoft Corporat	ion	2016/04/26	9.12 MB	1.1.0603.1
	Microsoft Office Professional Plus 2013	Microsoft Corporat	ion	2017/04/07		15.0.4420.1017
	Canal Microsoft Office Professional Plus 2010	Microsoft Corporat	ion	2015/06/23		14.0.4763.1000
	Microsoft .NET Framework 4.5.2	Microsoft Corporat	ion	2016/04/26	38.8 MB	4.5.51209
	🕌 Java(TM) SE Runtime Environment 6	Sun Microsystems,	Inc.	2015/08/26	115 MB	1.6.0.0
	Diagnostic Tool	Sage Pastel Evolution	n	2016/04/26	36.1 MB	1.0.2
	CutePDF Writer 2.8			2015/06/02		

- 14. Firstly, begin with installing **Pervasive**.
- 15. Download the correct Pervasive version from the following link: <u>http://www.pastelpayroll.co.za/prereq</u>



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

	Do you want to open or save V10Wge.zip (125 MB) from sage.com?	Open	Save 🔻	Cancel	×
- t					

- 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.

	×
🕞 🔒 Extract Compressed (Zipped) Folders	
Select a Destination and Extract Files	
Files will be extracted to this folder:	
C:\Users\Name.Surname\Downloads\Pervasive V10Wge Browse	
Show extracted files when complete	
Extract	cel

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

📔 V9Wge	2015-03-05 09:44	File folder
📔 V10Wge	2015-03-05 09:43	File folder



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	2015-05-29 01-12	Cabinet File	161 VP
		2015-05-20 01:12	Cabinet File	101 KB
		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
	CbolSExe.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.**

9	Pervasive PSQL	v10 SP3 Workg	roup (32-bit)	×
License Please	Agreement read the following license agre	ement carefully.	PEAASWE PSQL	SUMMIT
Pervasiv License A SOFTWA AGREEN AUTHOI PERSON AGREEN DO NO	e Software Inc. Pervasive Agreement ANT: DO NOT INSTA ARE UNTIL YOU HAVE MENT ("AGREEMENT"). RIZING ANY OTHER PER IF APPLICABLE, ACCEP MENT. IF YOU DO NOT A T INSTALL OR USE TH APPL DE UKEPED O ON	PSQL v10 Works LL THE ENCLO READ THIS H BY INSTALLIN SON TO DO SO T THE TERMS A GREE TO THE TE E SOFTWARE A BUYSION MOT	tation or Workg DSED OR DOV PERVASIVE PSQ IG THE SOFT), YOU, AND SI AND CONDITIO RMS OF THIS A AND WITH R	voup Edition A WNLOADED QL LICENSE WARE, OR UCH OTHER NS OF THIS GREEMENT, ESPECT TO UE ENTIPE
 I accep I do no 	t the terms in the license agree t accept the terms in the licens	ement e agreement		Print
nstallShield		< Back	Next >	Cancel

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

劇	Pervasive PSC	L v10 SP3 Workgr	oup (32-bit)	×
Service 9	5ettings			IAAAAIT"
Pleases	select the engine installation	mode.	FJGL J	v10
۱	Run as an Application			
OF	Run as a Service (Recommer	nded for Terminal Service	es systems)	
InstallShield				
		< Back	Next >	Cancel
		. oddr		

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

1	Pervasive PSQL v10 SP3 Workgroup (32-bit)								
Setup Type Choose the set	tup type that best suits y	our needs.	PELASIVE PSQL	SUMMIT					
Please select a	setup type.								
Complete	All program features wi space.)	ll be installed. (Rec	uires the most disk						
Custom	Choose which program will be installed. Recom	features you want mended for advand	installed and when red users.	e they					
InstallShield		< Back	Next >	Cancel					



26. Select Install.

Pervasive PSQL v	10 SP3 Workgrou	p (32-bit)		×
Ready to Install the Program The wizard is ready to begin installation		PSQL	SUMMI	∏ √10
Click Install to begin the installation.				
If you want to review or change any of exit the wizard.	your installation setting	gs, dick Back.	Click Cancel to	
InstallShield				
	< Back	Install	Cancel	

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

🛃 Pervasive	PSQL v10 SP3 Workgroup (32-bit)
Installing The prog	rram features you selected are being installed.
P	Please wait while the InstallShield Wizard installs Pervasive PSQL v10 SP3 Workgroup (32-bit). This may take several minutes.
	Status: Uninstalling old Pervasive System Analyzer
InstallShield -	
	< Back Next > Cancel

28. Select Finish on the InstallShield Wizard Completed screen.





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

<u>Application</u>: 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.

<u>Service</u>: 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, <u>www.sage.com/za/support/product-support/sage</u>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.

Do you want to run or save setup.exe (154 MB) from downloads.pastelpayroll.co.za?	Run	Save 🔻	Cancel	×

- 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.**

j믷 Pastel Payroll 2018 Update 1	X			
License Agreement Please read the following license agreement carefully.	je			
Software Licence Agreement	*			
Your right to use the software (in object code only, not including source code) and its associated printed and electronic documentation ("Product") is subject to the terms and conditions set out in this licence agreement ("Agreement").				
I accept the terms in the license agreement I do not accept the terms in the license agreement InstallShield				
< Back Next > Cance	el			



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

🔁 Pastel Payroll 2018 Update 1	×			
Custom Setup Select the program features you want installed Select the program features you want installed				
Click on an icon in the list below to change how a reature is in	Feature Description			
Countries	Install the tax tables for South Africa.			
X ▼ Angola E Botswana				
Ghana X Kenya				
Malta	This feature requires OKB on your hard drive.			
→ Mozambique ▼				
Help Space < Back	Next > Cancel			

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

🔁 Pastel Payroll 2018 Update 1		
Destination Folder Click Next to install to this folder, or click Change to install to a different folder.		
Ø	Install Pastel Payroll 2018 Update 1 to: C:\Payroll\ Change	
	☑ Install the Self Service database to this destination.	
InstallShield –	< Back Next > Cancel	

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.

🚰 Pastel Payroll 2018 Update 1 📃 🔤			
Ready to Install the Program Sage The wizard is ready to begin installation. Sage			
Click Install to begin the installation. If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.			
Destination Folder: C:\Payroll\ Countries: South Africa			
Pervasive.SQL Installed: Pervasive.SQL Workgroup 10.30			
InstallShield < Back Cancel			

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

astel Payroll - InstallShield Wizard	
Let's CONNECT	
Connect with us on Social Media. Get the latest legislative changes from our portals.	
SageSouthAfrica	
SageGroupZA	
www.linkedin.com/company/sage-software	sage Pastel Payroll & HR
	Cancel



43. Select Finish on the Installation Assistant Completed screen.



- 44. Sage Pastel Payroll & HR is now installed.
- 45. You can now open Payroll.