

Windows Vista Pervasive Instructions

Before reading this document please be advised that BS&A Software cannot be held responsible for any technical issues outside the agreed support of our software (i.e. Problems with your operating system, spyware, or viruses that might stop our applications from functioning normal).

The following is a step-by-step instruction guide on how to prepare Windows Vista and the Pervasive Database Engine for the running of BS&A Software. This document will help eliminate the receiving of error **3012**.

BEFORE YOU BEGIN: Before you begin this process you must find out the version of pervasive you are running. To do this, double click the pervasive database icon down by the clock in the right hand corner of the desktop.



Review the version number in the upper right hand corner of the window that opens when you double click the icon

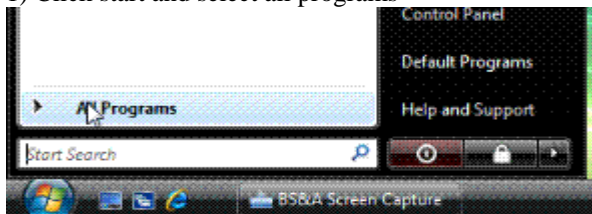


If your version starts with 9.5 proceed to **Procedure 1**

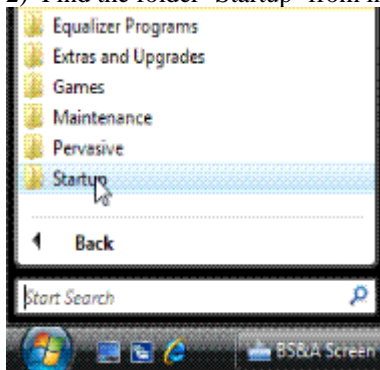
If you have an older version starting with 8.6, 8.1, 7.9, proceed to **Procedure 2**

Procedure 1: Compatibility Mode (Version 9.5 only)

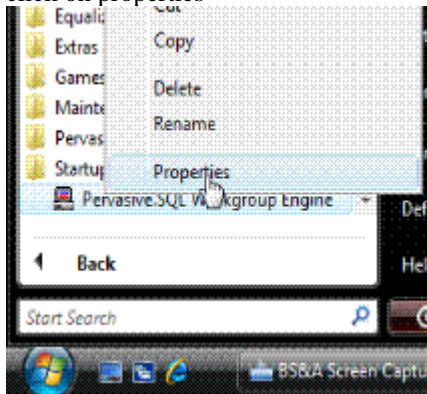
1) Click start and select all programs



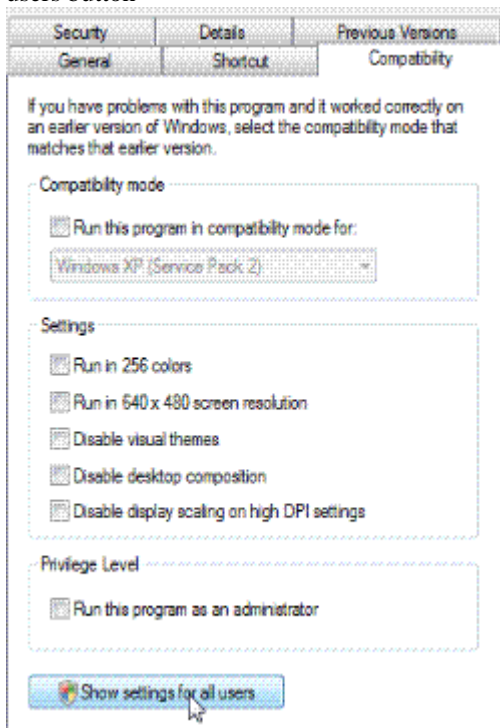
2) Find the folder 'Startup' from in the list and click to open it



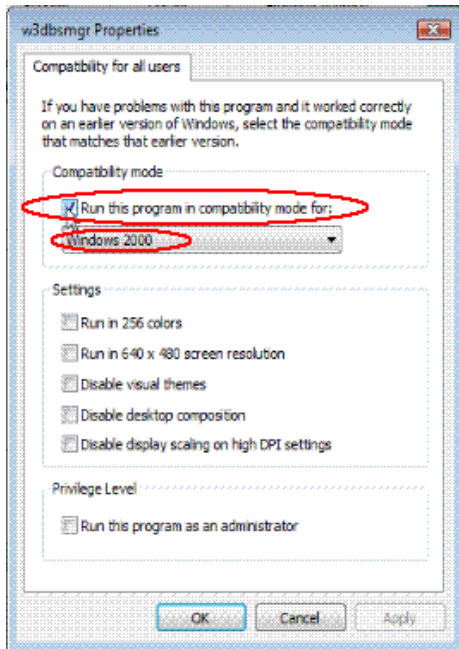
3) Inside you will find a pervasive icon. Right click on it, move down to properties in the list that pops up and left click on properties



4) A new window will open. Click the compatibility tab at the top of the window and click the show settings for all users button



5) A new window might open up asking your permission to continue. Click the continue button. A new window will open showing the following



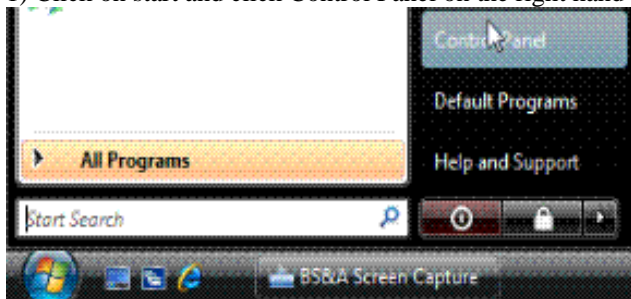
6) Place a check in the box labeled 'Run this program in compatibility mode for' and select Windows 2000 from the list immediately below.

7) Click Apply, Then Click ok.

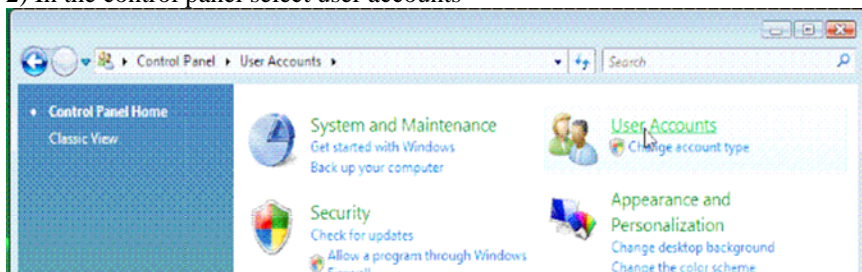
8) Restart your computer. The BS&A application should now run without error.

Procedure 2: Disabling the User Account Control (UAC) All Ver.

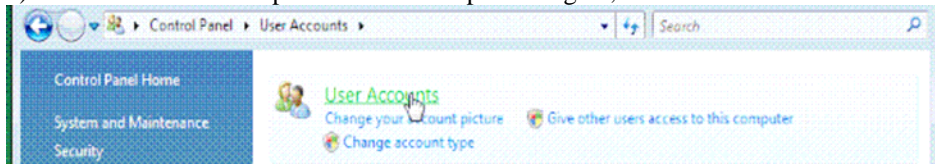
1) Click on start and click Control Panel on the right hand side.



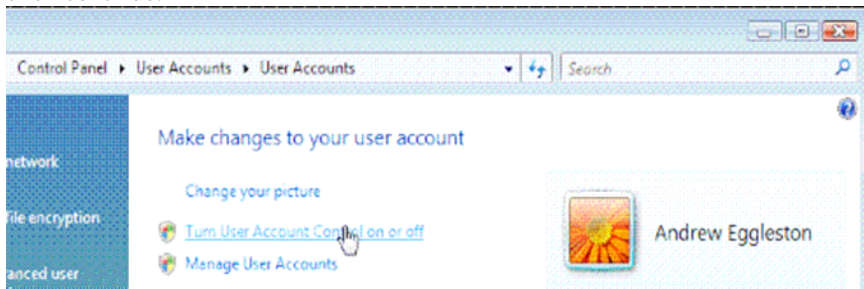
2) In the control panel select user accounts



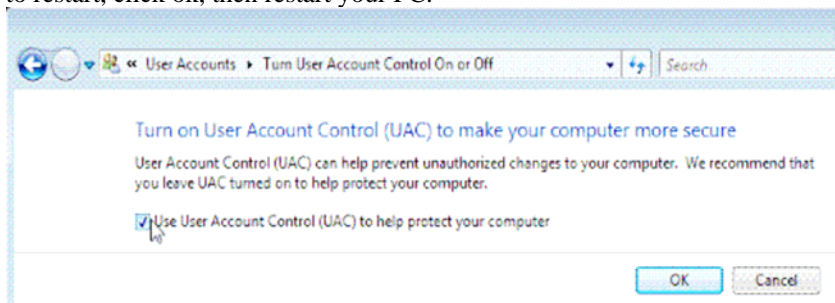
3) A new window will open in the control panel. Again, click user accounts



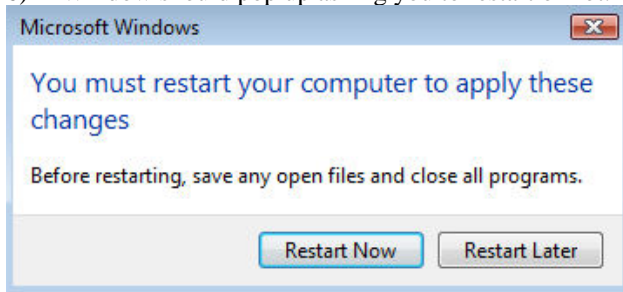
4) A window should now open up showing your user account. On this window you should see a link that says 'Turn User Account Control on or off'. Click that link. A Window will appear asking your permission to continue. Please click continue.



5) The next window you receive will be a window with a check box. A check should be in the box with the labeler 'Use User Account Control (UAC) to help protect your computer. Remove the check box. If you are not prompted to restart, click ok, then restart your PC.



6) A Window should pop up asking you to restart or not. Please click 'Restart Now' to restart your Computer



7) Once you restart your system, you should be able to use BS&A Software without errors.

NOTE: It is our understanding that disabling the UAC will lower the security level of your PC to the approximate level of the previous operating system Windows XP. If you are not comfortable with this, you may request a copy of Pervasive version 9.5. Your currently installed version will have to be uninstalled and version 9.5 will have to be installed in its place. Once version 9.5 is installed you will have to complete procedure 1. Please call BS&A for further support.