Troubleshooting AvaTaxForSage50

NOTE: Sage50 2021 had an issue that can cause problems if you are using Sage 50 in a local network environment: Version 2021 has changed how it determines which computer has control of direct access to the database and this has resulted in some files being left behind that it no longer uses, which creates some confusion in how to access the database and may cause the Avatax connector to run very slowly or not at all. If you installed version 2021 or later and are getting errors with the connector, do the following: stop Sage 50 on all computers, search all the directories on each computers for files named "~pvsw~.loc" and delete them. These are text files that Sage 50 creates that can be left behind with invalid information, so they can be safely deleted. Next, start Sage 50 on the computer where the Sage 50 database resides, then restart Sage 50 on the other computers.   This will create new versions of the ~pvsw~.loc files with the correct information.

The AvaTaxForSage50 User Manual is the first place to look if you are having a problem using AvaTaxForSage50. To view it, click **Start, All Programs, Avalara, User Manual**.   The manual includes a discussion of how to use AvaTaxForSage50 and information on how to configure your Sage 50 company to work properly with AvaTaxForSage50.

If you are new to using the AvaTaxForSage50 application, you may have configured either the application or your Sage 50 database incorrectly. Read the manual carefully to make sure you have done the setup correctly.

Let's assume you have already configured the application and your Sage 50 company, and have been using the application for a while.   If an error message pops up, read the message carefully to see if it gives you an idea about what the problem is and how to fix it.

If you can't figure out why the message is occurred and it continues to be a problem, then you may want to consider something has happened to your Sage 50 database.   Here are some steps to follow that may help you troubleshoot the problem:

1. In Sage 50 back up your data, then restore a previous backup to see if the problem goes away.   If it does, that tells you there is something wrong with the database you backed up.   Restore your original database and follow the directions below for damaged databases.
2. Try to determine whether the problem is related to a specific journal transaction.   Does the problem occur with other journal transactions? If you find it only occurs with a specific journal transaction, try creating similar test transactions where you change some feature of the original transaction to narrow down what might be causing the problem.
3. If you are still uncertain about what is causing the problem, try to determine if the problem is specific to your current Sage 50 database.   If you are using Sage50 for more than one database, try switching to another database to see if the problem occurs there also.   If you have only one Sage 50 database, you can set up the sample company "Bellwether Garden Supply" that is installed with every Sage 50 distribution.   You will need to set the sample company up on the AvaTax support site and you should do so in sandbox mode. Then enter a similar transaction in the sample company to see whether or not it also has a problem.   If it does, follow the directions below for damaged databases.

Damaged Sage 50 Databases

Although Sage 50 is fairly robust, it is possible for your company database to become corrupted or damaged. In the worst case Sage 50 will generate errors while using your company database, but in some situations Sage 50 may appear to be ok with your database because you are not doing operations that reach the damaged areas in the database files. If you suspect that you have corrupted or damaged database files, try running Data Verification in Sage 50 and see if that cures the problem.   However, be aware that if some of the database files are corrupted then running Data Verification can actually make

matters worse.   If Data Verification does not fix the problem and you still suspect you have a damaged or corrupted database, you can download a free application that will passively scan your database for issues.   This application does not modify your database, so unlike Sage 50 Data Verification, it will not make matters worse.   You can download the free Data Checker tool for Sage 50 databases by clicking [here](#).