

## What happens if I experience a technical or support issue?

You might experience technical software issues or errors during your training, *for example*, a Runtime Error 9 when updating a cashbook or an Error Code 20 when opening your software application.

In this instance, you need support assistance.

Even though Learning Services does not have a dedicated support department, your query is forwarded to our trainers for assistance.



### Important information

**A trainer can only assist when they have the capacity to do so and not facilitating a class. This can be anything between 3 and 5 working days.**

### What can you do while you wait?

You can make use of the online support channels. Here you can browse for the error you are experiencing and apply the steps to resolve it.




***If you still cannot resolve the error, please wait for a trainer to contact you.***

- Click [here](#) to access the online support channel.
- On the page that displays, select your **Country** and select your **Product**.

WELCOME TO SAGE SUPPORT

## Resource Centre

Take advantage of everything your software can do for you



### Need training? Have questions? Want guidance?

We're here to help.

Please choose your Country:

South Africa

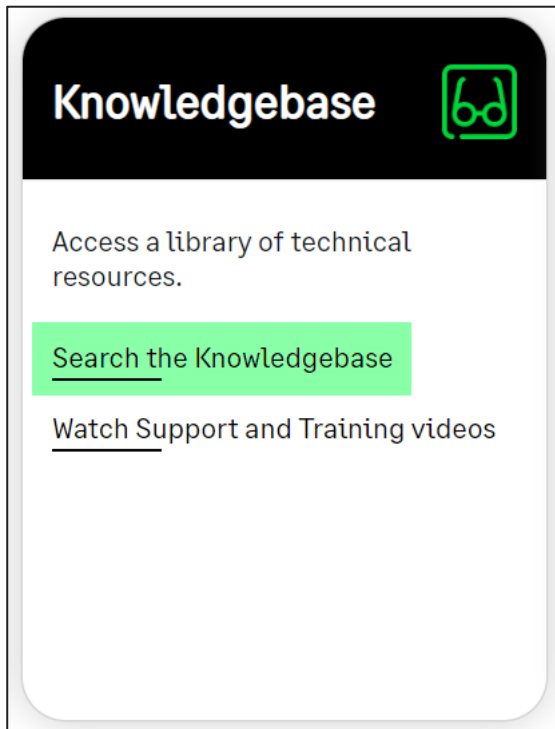
▼

And now your product:

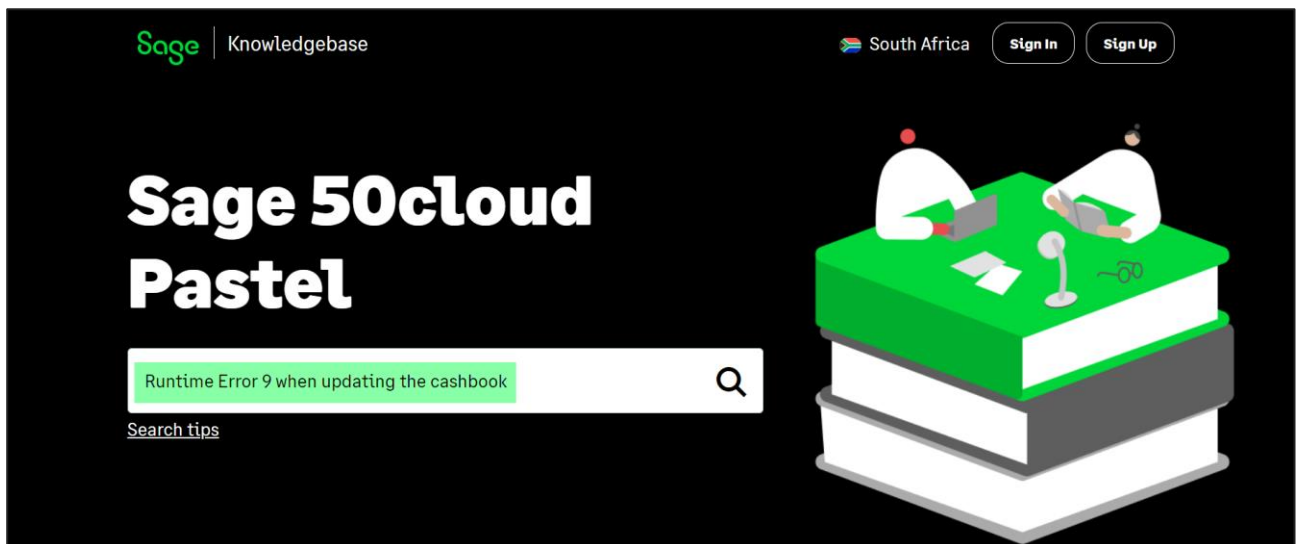
-- Select one --

▼

- In the **Knowledgebase** section, click on **Search the Knowledgebase**.



- In the **Search** field, enter the error, *for example*, Runtime Error 9 when updating the cashbook and press **Enter** or click on the **Search** icon.



- Click on the solution and follow the steps provided.

Sage Knowledgebase

South Africa Sign In Sign Up

Runtime Error 9 when updating the cashbook

Search tips

Showing 1-10 of 78 results Sort: Relevance

**PRODUCTS**

- ☒ Sage 50cloud Pastel
- ☐ Customer Care
- ☐ Sage 200 Evolution
- ☐ Sage 200c VIP
- ☐ Sage 300 People
- ☐ Sage 300
- ☐ Sage Business Cloud Accounting
- ☐ Sage Business Cloud Payroll

**Runtime error 9 when processing or updating cashbooks**

Run time error 9 occurs in Sage 50cloud Pastel Accounting when processing or updating Cash Book. , cannot update cashbook, ravidao Runtime error 9

★★★★★

**Run-time Error 62 Report Writer**

In this article, we provide a solution to run-time error 62 when running a report from report Writer in Sage 50cloud Pastel Accounting. . PRE215939 run-time error 62, runtime error 62

★★★★★

## Questions

Email: [SageUniversityTraining@sage.co.za](mailto:SageUniversityTraining@sage.co.za)

[View our FAQs](#)

# Sage

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