

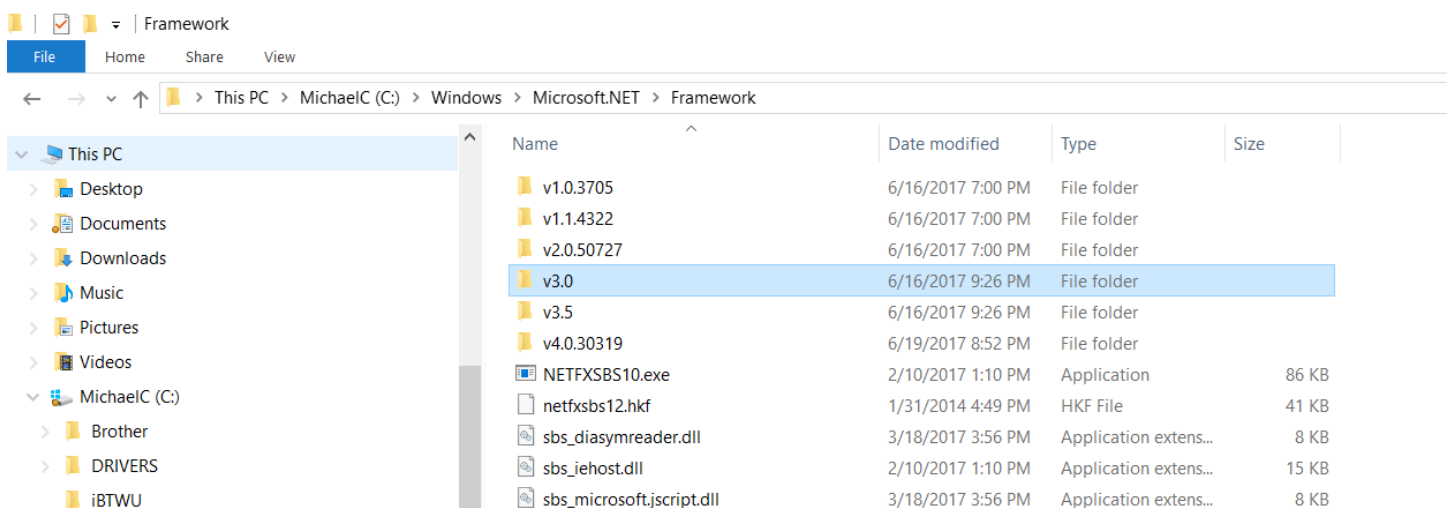
# PEARL REQUIREMENTS WORKSTATION



## ADVANCED TROUBLESHOOTING

### PEARL WEB SERVICE IMPORT OR PEARL GUIDESTAR CHARITY CHECK ARE NOT WORKING

1. Make sure Pearl has the 5.04 Update or higher.
2. Go to C:\Windows\Microsoft.NET\Framework and make sure v3.0 and v3.5 are installed. If not, go to <https://www.microsoft.com/en-us/download/details.aspx?id=21>, and install this Windows feature.



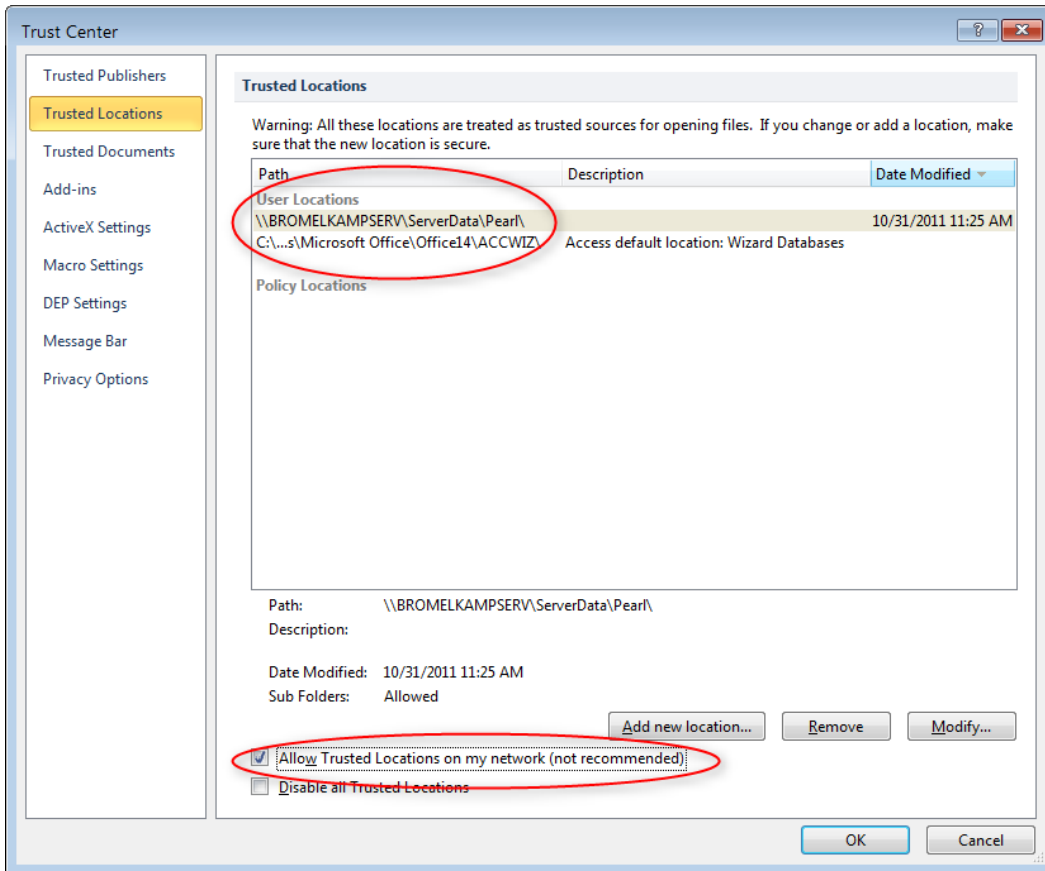
### WINDOWS VISTA USERS ARE UNABLE TO ADD A NETWORK PRINTER

You may find that you are unable to add a network printer in Windows Vista. Instead, create a local printer using a Local Port with the name \\machine\printshare. For example, in our office, this was \\hpserver\OKIC7350.

## ENABLE ALL MACROS DOES NOT MEET SECURITY REQUIREMENTS

### ENABLE MACROS FOR TRUSTED LOCATIONS ONLY

For more security in other Access databases, you may wish to set **Macro Settings** to **Disable all macros with notification**. Then, in the Trusted Locations tab, add the Pearl folder as a trusted location. If Pearl is on a network server, be sure to check **Allow Trusted Locations on my network**.



When you add a new location, be sure to check **Subfolders of this location are also trusted**.

