Labeler - Error - Issues connecting to a Microsoft Access 2010 database on a computer that has the Microsoft Office 2007 Suite already installed.

Internal User - 2017-04-10 - Version 7

Symptom:

Trying to connect to a Microsoft Access 2010 (*.accdb) database will result in error. “Unknown data source.”

Description:

Wasp Labeler V7 uses the Access Database Engine drivers to connect to Microsoft Office data sources for versions of Microsoft Office 2007 and above. When Microsoft Office 2007 Suite is installed on a computer it also installs the 2007 version of the Access Database Engine (ACE 2007) on the computer. These drivers cannot connect to a Microsoft Access 2010 database. To connect to a Microsoft Access 2010 database the Access Database Engine 2010 (ACE 2010) drivers need to be used.

There are known issues having both versions of ACE drivers installed on the same computer. Installing the ACE 2010 drivers on a computer with Office 2007 installed will cause some of the existing 2007 databases to not open properly in Access 2007 after the ACE 2010 drivers are installed on the computer.

Because of this issue, if Wasp Labeler V7 detects that Office 2007 is currently installed on a computer and will not install the ACE 2010 drivers on the computer, therefore will only be able to connect to Microsoft Access 2007 databases or older versions only.

Temporary Workaround:

If it is required to connect to a Microsoft Access 2010 database on a computer that has Microsoft Access 2007 installed, you can manually install the ACE 2010 drivers from the Wasp Labeler V7 CD-ROM:

To install Microsoft Access Database Engine 2010 (ACE 2010) drivers:

ISSetupPrerequisites\{3FCE57CA-31B2-42CD-97ED-11C42E6C1897}\AccessDatabaseEngine.exe

Then install Microsoft Access Database Engine 2010 SP1 (ACE 2010) drivers:

ISSetupPrerequisites\{1164B8D6-3ABA-44D4-92CE-14614D49EDAB}\accessdatabaseengine2010sp1-kb2460011-x86-fullfile-en-us.exe

Note:

If after installing the ACE 2010 drivers you encounter error opening previous versions of Microsoft Access Database 2007 databases it is recommended to run “Microsoft Office Diagnostics” (Office button -> Access Options -> Resources -> Run Microsoft Office Diagnostics).