

Wasp

BARCODE TECHNOLOGIES

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Labeler v7: Error when connecting an external data source: The 'Microsoft.ACE.OLEDB.12.0' provider is not registered on the local machine

Internal User - 2020-10-06 - in Version 7

Symptoms

Connecting a label file to an external data source:

Labeler gives an error referencing Microsoft.ACE.OLEDB.12.0

and/or

The WaspLabelerV7.log file contains this error:

Class: DataProvider, Method: GetColumnsNamesFromOLEDB, Error Description: The

'Microsoft.ACE.OLEDB.12.0' provider is not registered on the local machine

You may also see the following error is using Office 365

Class: DataProvider, Method: GetColumnsFromExcelXls, Error Description: External component has thrown an exception.

Situation 1: A 64-bit version of Office is installed on the PC.

If you don't know which version you have, here's how to check: Which version of Microsoft Office do I have?

<https://support.office.com/en-us/article/What-version-of-Office-am-I-using-932788b8-a3ce-44bf-bb09-e334518b8b19?CTT=1&CorrelationId=3239db4f-396e-48d2-a4f5-5ada93260f0a&ui=en-US&rs=en-US&ad=US>

If Office is 64-bit, Labeler will not be able to work with any Office files, .txt or .csv files, or QuickBooks company file on that machine. It **will** be able to connect with SQL or any other data type that uses a 32-bit ODBC driver.

We have confirmed with Microsoft that there is no way to support both 64-bit and 32-bit applications from a single set of application binaries. They do recommend using 32-bit versions of Office for this reason, so it will remain compatible with 32-bit add-ins.

Because of this, there is no resolution to get Labeler working with the above file types when 64-bit Office is installed on the PC. None of the solutions below will work. The only workaround is to use Labeler on a PC that doesn't have 64-bit Office.

Situation 2: The installed version of Office is 32-bit, or not installed at all.

The Access Database Engine (ACE drivers) needs to be installed (or reinstalled). If Office is already installed, we suggest matching your version with one of the following downloads.

Office 2016 (this has also worked for Office 365):

<https://www.microsoft.com/en-us/download/details.aspx?id=54920>

Note 1: If Office 365 is already installed, side-by-side detection will prevent the installation from proceeding. To install the package, perform a quiet installation by running a command such as the following:

<File location>:\<File name> /quiet

For example: C:\AccessDatabaseEngine.exe /quiet

Note 2: If you get an error that mentions "Office 16 Click-to-Run Extensibility Component 64-bit Registration" is installed, this page has instructions for removing it: https://answers.microsoft.com/en-us/msoffice/forum/msoffice_install-mso_win10/office-16-click-to-run-extensibility-component-64/e79ee5bd-f119-4808-9bb2-289dd815b76a

Office 2010:

A. Install AccessDatabaseEngine.exe:

<http://www.microsoft.com/en-us/download/details.aspx?id=13255>

B. Install accessdatabaseengine2010sp1-kb2460011-x86-fullfile-en-us.exe

<http://www.microsoft.com/en-us/download/details.aspx?id=26607>

Office 2007: <http://www.microsoft.com/en-us/download/details.aspx?id=23734>

Situation 3: Log onto Windows with a different user account. Test whether the problem still occurs. If not, there is a problem with the original Windows user account.